

Fogo Island Workshops

Shorefast exists to help secure a resilient future for Fogo Island while inspiring communities worldwide to leverage inherent, place-specific assets in service of collective well-being. We do work that matters - work that makes things better. We envision a world where all business is social business. Our suite of social businesses are community-owned economic engines that create meaningful employment, contribute significantly to the regional economy and generate income to be reinvested in Shorefast's charitable programs

Fogo Island Workshops is looking for a **Customer Experience Specialist** to join the team! The **Customer Experience Specialist** is responsible for providing outstanding hospitality to all customers. Through hosting customers, you will help to communicate Fogo Islands culture of making to visitors from our island and around the world. By acting as a facilitator between the Fogo Island Workshops Textiles division our maker contractors in the community, you will help to continue building these relationships and shine a light on their contribution to our economy.

What You'll do:

- Create a warm and welcoming environment for the visitors, community members and customers of the Fogo Island Workshops Textiles retail location at the Orange Lodge and satellite retail presentations.
- Handle visitor, community member and customer feedback with ease and maintain a positive attitude.
- Encourage guests, community members and visitors to connect with the Fogo Island Workshops Textiles community. Deliver clear, prompt and friendly communications.
- Receive, pick and package items purchased from our online store sales. Use detailed packaging standards to ensure a consistent unwrapping experience is achieved by the recipient.
- Participate in monthly inventory counts of product and production materials using the Shopify inventory program
- Participating in the making of small textile items

Qualifications you'll bring:

- A minimum of high school diploma or equivalent
- Experienced in customer service considered an asset
- Experience in textile making considered an asset

What we're offering:

- An engaged, highly supportive and collaborative environment
- The opportunity to work and live in a thriving social entrepreneurship environment
- A commitment to recruiting, promoting, and training qualified individuals at all levels within the organization

Apply:

Submit a cover letter & resume to careers@shorefast.org, subject line "Customer Experience Specialist"

Deadline for Applications: **Until Filled**

Questions about this position may be directed to: Tracey Clark, at traceyclark@shorefast.org

About Shorefast: www.shorefast.org | www.fogoislandinn.ca | www.fogoislandworkshops.ca
www.fogoislandfish.ca | www.fogoislandarts.ca

About Shorefast & Fogo Island: [Strange and Familiar](#)

Shorefast's charitable foundation and social businesses are committed to diversity, equity, inclusion, and belonging. This commitment is core to what we do and what we believe, and we are grateful to work with team members and host guests of diverse identity groups. Everyone is welcome here.

We endeavor to foster an accessible work environment and to ensure all in our care feel safe and valued. We are working actively to address imbalances for historically excluded and marginalized communities through training, promotion opportunities, and mentorship. All qualified applicants are encouraged to apply; please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.