



Shorefast's mission is to build cultural and economic resilience on Fogo Island and promote community well-being by building and sharing new models of economic development. By 'holding on and reaching out', Shorefast works with hospitality, art, technology, business, and design to enhance and share the natural assets of place.

The **Front Desk Agent**, based at the Fogo Island Inn, will possess a respect and knowledge for the history and culture of rural Newfoundland and will extend Fogo Island Hospitality to every guest. Our **Front Desk Agents** are enthusiastic and committed to providing exceptional service and memorable experiences for guests at our Inn.

General Responsibilities

- Ensure every guest is warmly greeted and attended to.
- Positively impact guest experience by providing information, assisting with arrivals, and departures, and orienting guests to the Inn.
- Be responsive to guest needs to ensure they have an overall memorable experience.
- Answering all incoming calls professionally and courteously, transfer calls to appropriate departments.
- Book tours and take dining reservations.
- Other responsibilities

The ideal candidate:

- Will have a minimum of high school diploma or equivalent.
- Will have some combination of training, and experience which provides the required knowledge, skill, and ability to perform the duties of the position.
- Is enthusiastic and friendly and has good communication skills.
- Has a high level of commitment to providing excellent customer service.
- Enjoys working in a team environment.
- Has superior telephone and email communication skills.
- Has the capacity to work in a deadline-oriented environment while practicing sound decision making.

What we offer:

- 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.

To Apply:

Submit a cover letter & resume to careers@fogoislandinn.ca, subject line "**Front Desk Agent**".

Deadline for Applications: **Until Filled.**

Questions about this position may be directed to Amanda Decker-Penton, amandadeckerpenton@fogoislandinn.ca

About Shorefast: www.shorefast.org | www.fogoislandinn.ca | www.woodshopfogoisland.ca

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