



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. We are currently seeking a **Growlers Operations Lead** to join our team.

The **Growlers Operations Lead**, based on Fogo Island, will coordinate staff and supplies along with provide service in a leadership position at Growlers Ice Cream Shop. The Growlers Operations Lead will uphold the company guest service and guest experience standards, as well as our recipes and quality control for both ice cream and coffee service.

What you'll do:

- Prepare and maintain employee schedules
- Order and coordinate weekly delivery of supplies and stock
- Follow ice cream and coffee service procedures when serving guests
- Coordinate cash handling and opening/closing procedures
- Provide oversight and direction to employees to ensure they follow proper SOP and health and safety regulations
- Use the point of sale system to accurately account for all transactions
- Work with staff to ensure a great visitor experience for all Growlers visitors
- Coordinate events (such as pop-ups)
- Additional duties as required

Qualifications you'll bring:

- Ability to delegate, assess inventory and staff needs
- Great organization and communication skills
- Experience with Microsoft suite
- Minimum of high school diploma or equivalent

What we're offering:

- An engaged, highly supportive and collaborative environment
- Ability to adapt to new circumstances as they arise
- 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 "**Growlers Operations Lead**"

Deadline for Applications: **Until Filled**

Questions about this position may be directed to: **Jackie Mercer** at jackiemercer@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.