



Fogo Island Inn is an initiative of Shorefast, whose 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 **Guest Experience Manager**, based at Fogo Island Inn, will be responsible for developing and implementing guest programming, through research and understanding of comparable programming. The **Guest Experience Manager** should build relationships to strengthen Fogo Island Inn's offerings for new and returning guests.

#### **General responsibilities**

- Provide place-based experiences to guests of Fogo Island Inn
- Engage with community organizations that support program development for Fogo Island Inn
- Contribute to developing and implementing holistic guest programming
- Work with cross-functional teams to support program delivery for guest of Fogo Island Inn
- Manage a continuous 7 day/week, 24-hour front office operation to support Inn operations
- Create an operating environment that assures consistent guest satisfaction and maintains exceptional service quality standards
- Other responsibilities, as necessary, to enhance the guest experience

#### **The ideal candidate:**

- Post secondary education in Administration, Tourism and Travel, or other relevant professional certification(s)
- Experienced in events management and leading and motivating teams
- Is enthusiastic, friendly, and has good communication skills
- Has a high level of commitment to providing excellent customer service
- Enjoys working in a team environment and has the ability to work across multiple departments
- 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
- 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](mailto:careers@fogoislandinn.ca), subject line "**Guest Experience Manager**".

Deadline for Applications: **Until Filled.**

Questions about this position may be directed to: Amanda Decker-Penton,  
[amandadeckerpenton@fogoislandinn.ca](mailto:amandadeckerpenton@fogoislandinn.ca)

About Shorefast: [www.shorefast.org](http://www.shorefast.org) | [www.fogoislandinn.ca](http://www.fogoislandinn.ca) | [www.fogoislandworkshops.ca](http://www.fogoislandworkshops.ca)

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