

fogo island inn

Who We Are

[Shorefast](#) is a Canadian registered charity behind social businesses including the award-winning [Fogo Island Inn](#), [Fogo Island Workshops](#), [Fogo Island Fish](#), as well as programmes such as [Fogo Island Arts](#), a leading global contemporary artist residency. Through its work on Fogo Island, Newfoundland, and with other communities across Canada, Shorefast's mission is to make it possible for local communities to thrive in a global economy. We envision a world where all businesses are social businesses. Do you want to do work that matters and aligns with your values? Join our team and support an innovative model that puts people and place first.

The Opportunity

The **Manager, Reservations** is a full-time position located on Fogo Island, Newfoundland. As an integral part of Fogo Island Inn, this position is responsible for leading a team of Reservations Specialists, and alongside them, answering all inquiries, confirming reservations, and assisting with travel plans for guests of Fogo Island Inn.

What You'll Do

- Provide leadership and guidance to the Reservations Team
- Manage the schedule for the Reservations Team
- Maintain and update e-mail and written templates in the Hotel's CRM (SalesForce)
- Answer all incoming calls to the Reservations line at Fogo Island Inn
- Answer and respond to all phone, e-mail, and web inquiries in a timely manner
- Regularly audit communications sent and received by the Reservations Team for quality control and for training purposes
- Enter reservations into the Hotel's Property Management System (iQWare)
- Assist in managing the inventory of guest rooms and optimizing revenue opportunities
- Process payments for all reservations
- Record guest information, travel plans and relevant details in the Hotel's CRM (SalesForce)
- Work in tandem with the Guest Experience Manager to ensure the care of guests starts and is prioritized prior to arrival
- Manage relationships and bookings with helicopter and private charter companies
- Assist guests with travel information and planning during the reservation process
- Manage invoicing for travel trade partners
- Produce reports as required, and that there is integration within technological systems
- Ensure that information is disseminated appropriately, clearly, and in a timely manner to the larger organization
- Work closely with the entire Operations Team to facilitate all the requirements of a guest's reservation and stay
- Must be flexible to work days, evenings, and weekends as required
- Attend meetings as required
- Research as required

Qualifications you'll bring

- High school diploma required
- Post-secondary diploma or degree required *or* a minimum of 3 years working in a similar position within the hospitality industry
- Excellent verbal and written communications skills in English.

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- Bilingual, spoken & written French would be an asset.
- Excellent computer skills and familiarity with the Microsoft Office Suite
- Organized, positive attitude, and ability to work in a team environment
- Ability to thrive in a multi-tasking environment
- Dedication to providing an exceptional guest experience.
- Strong attention to detail and accuracy.
- Excel in a fast-paced and dynamic environment.
- Experience with CRM software such as Salesforce is an asset.
- Experience with a PMS, such as iQWare, an asset
- Passion for social business and a desire to make a difference in the lives of others and in the community.
- Commitment to upholding the vision and goals of Fogo Island Inn, Shorefast, and affiliated organizations.
- Sensitivity to the history and culture of rural Newfoundland.
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What we offer

- An engaged, progressive, highly supportive, flexible, and collaborative work environment
- The opportunity to work in a thriving social entrepreneurship environment
- A commitment to recruiting, promoting, and training qualified individuals at all levels within the organization.
- Group Insurance Plan (including Health, Dental, Life & AD&D) and Employee Assistance Program

To Apply:

Submit cover letter and resume to careers@fogoislandinn.ca, subject line “**Reservations Specialist**”. Applications will be accepted until the position is filled. We are grateful for all applications but only those selected for an interview will be contacted.

www.shorefast.org | www.fogoislandinn.ca | www.fogoislandworkshops.ca | www.fogoislandfish.ca | www.fogoislandarts.ca

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 - 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. Please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.