

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 strengthen local place in a globalized world.

The **Operations Coordinator** based on Fogo Island, will support the Managing Director of the Inn in planning, directing, coordinating, and overseeing all operational teams and functions at the Inn in order to deliver guest service excellence, build effective and collaborative teams and achieve business goals, in support of the community of Fogo Island. The **Operations Coordinator** will assist the Managing Director in achieving objectives, making decisions, and will contribute to a variety of cross functional activities including human resources, budgeting and accounting, planning and scheduling, project management, process and controls, and general administrative support.

The Operations Coordinator will report to and work together with the Managing Director in a closely aligned partnership to ensure that Fogo Island Inn delivers excellent outcomes for guests, staff, and community.

General responsibilities

- Daily operations through collaboration with Inn management team: development and leading of regular team meetings, maintaining files, general point of contact for management team
- Building and developing relationships with all employees that allows increased efficiencies, effective responsiveness and helps define new operational strategies
- Handles inquiries, develops action plans, and assists with the preparation and dissemination of communications (*internal and Guests)
- Provide analysis and recommendations on high impact decisions to the Managing Director
- Oversee special projects, especially those that are not routine and outside the normal operating structure
- Work with department leads on budget development, for both operational and capital budgets
- Assist the HR department with new hires, including onboarding and documentation, as well as address employee concerns

The ideal candidate:

- Successful completion of a bachelor's degree preferably in business administration, or any combination of equivalent education and work experience in related fields.
- A minimum of 5 years' experience working in a senior administrative or management role.
- Proficient with Microsoft Office and related products.
- Must maintain a high degree of discretion and confidentiality.
- Must have strong written and verbal communication skills.
- Must be adept at problem-solving and working in a collaborative environment.
- Must have effective time management skills.
- Experience in a hospitality establishment or similar is desirable as is experience in financial accounting and/or personnel administration.
- Knowledge of customer/sales management and point of sale systems would be an asset.

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 **Operations Coordinator**

Deadline for Applications: **Until Filled**

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

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

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