

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 **Evening Lead**, based at the Fogo Island Inn, will work closely with the Director, Guest Experiences as well as all departments within the Inn to ensure group business is given the highest priority and exceeds our operational and branding standards. The **Evening Lead** should be highly skilled and comfortable with personal interactions with people from differing backgrounds and interests.

General responsibilities

- Assist the GS team and be the alternate for the Guest Services Coordinator during the evenings.
- Managing the entire guest service team when required which includes Front Desk, Guest Service Attendants, Lobby Hosts, Drivers & Traffic Hosts.
- Handling guest concerns, while making decisions within the guidelines to offer recovery in consultation with the GS Coordinator or Department Head.
- Always being aware and focused on guest needs to ensure they are having the very best experience and feel cared for.
- During times of low occupancy, the candidate will also work as the front desk agent.
- Will be the go-to support for the GS team when needed to help with any duties such as check-in process or shuttling for example and will provide the process oversight to all GS functions following the Inn's standard operating procedures.
- Direct, implement and maintain our service and management philosophy which serves as a guide to our team.

The ideal candidate:

- Must have valid Canadian driver's license, with class 4 (will be obtained through the Inn)
- Proficient computer skills
- Base knowledge of accounting
- Base knowledge of spreadsheets and Microsoft Excel
- Excellent interpersonal and communication skills
- Passion for social business and a desire to make a difference in the lives of others and in the community
- Entrepreneurial spirit and positive attitude
- Commitment to upholding the vision and goals of Fogo Island Inn, Shorefast Foundation, and other affiliated organizations
- Ability to excel in a fast-paced and dynamic environment
- Sensitivity to the history and culture of rural Newfoundland

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 "**Evening Lead**"

Deadline for Applications: **Until Filled.**

Questions about this position may be directed to: careers@fogoislandinn.ca

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

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