

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 enhance and share the natural assets of place.

The **Director, Inn Operations and Business Systems** based on Fogo Island, will provide leadership and management for Fogo Island Inn operations and business systems, and report to the Managing Director. They will ensure that the Inn delivers excellent outcomes for our guests, our staff, our suppliers, and our local community. The **Director, Inn Operations and Business Systems** will think critically, solve problems before they become obstacles, identify departmental needs, and actively participate in fulfilling any training needs that arise. These responsibilities span the spectrum of budgeting, accounting, administration, facilities management as well as point-of-sale and guest management system.

General Responsibilities:

- Assist in the development and implementation of the Annual Budget and Goals, Business Plan, and CAPEX plan to ensure optimum guest satisfaction, sales potential, and profitability on an ongoing basis.
- Monitor and review the daily revenue report, the daily sales report and the monthly profit and loss statement, analyze results and report status summary to the Managing Director.
- Coordinate and support the Managing Director with the Inn's department heads to achieve guest service and operational goals by assisting and advising in the areas of sound decision-making, strong interpersonal communications, collaborative teamwork, and effective work processes.
- Conduct weekly Operations meetings to discuss operational challenges and opportunities and improve or
- Manage capital expenditures and ensures the proper guidelines are adhered to and projects are completed on a timely basis.
- Conduct weekly inspections, with designated associates, to ensure the physical facilities are kept in optimal condition, make recommendations for changes, note deficiencies, and ensure corrective action is taken.
- Staying up to date with detailed knowledge on new and existing products and properties in our comparative set and in the world of hospitality.
- In conjunction with the Managing Director and Director of Human Resources, aid in the development of relevant policies and procedures for personnel.
- Support all departments on procurement through research of acceptable suppliers and adherence to our commitment to source from pro-community organizations that are as close to home as possible.
- Monitoring how well the Inn is achieving its goals and ensuring compliance with health and safety rules.
- Administration and management of all shared calendars supporting the Managing Director.
- Other duties as assigned by the Managing Director.

The ideal candidate:

- A deep sense of Honesty and Authenticity that manifests in putting the good of the team and the guest ahead of personal praise.
- Minimum five years of experience working in a senior administrative or management role, preferably in the luxury hospitality sector, with at least 2 years in a similar position.
- Successful completion of a bachelor's degree or diploma in business administration, accounting, hospitality management or a combination of equivalent education and work experience in related fields.
- Excellent interpersonal relationship skills and an ability to create relationships.
- Strong analytical and problem-solving skills.
- Strong understanding of hotel management best practices and data entry software and point-of-sales systems commonly used in the hospitality, finance, accounting, and retail sectors such as Salesforce CRM, Shopify, QuickBooks as well as Microsoft Office and similar products.
- A record of respectful and ethical workplace and personal behaviour.

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@shorefast.org , subject line "Director, Inn Operations and Business Systems"

Questions about this position may be directed to: careers@shorefast.org

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

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