

## Who We Are

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 Opportunity

The Guest Experience Coordinator based at Fogo Island Inn, coordinates guest experiences by providing guest experience service and addressing any related concerns. The Guest Experiences Coordinator possesses respect and knowledge for the history and culture of rural Newfoundland, particularly for Fogo Island.

## What You'll Do

- In the absence of the Guest Experience director assume leadership responsibilities
- Point of contact for Guest Experience requests – including outdoor Adventure and Cultural experiences
- Addressing and documenting any guest experiences requests
- Coordinating with other departments when necessary to address guest experiences requests/concerns
- Manage offsite events for guests-community experiences
- Reconcile and approve sub-contractor payments when required
- Work closely with the Guest Experiences director to support the program
- Work closely with the community and CH services coordinator in their delivery and design of programming
- Scheduling employee shifts to ensure adequate coverage for all guest experiences
- Manage guest experience logistics
- Any other duties as assigned by supervisor/director

## Qualifications you'll bring

- Will have experience managing a customer-facing team
- Has a proven track record in achieving customer satisfaction goals
- A strong communicator with excellent interpersonal skills
- Basic computer knowledge including Microsoft Office Suite/Excel
- Organization and administrative knowledge and experience

## What we offer

- Competitive Salary
- Health & Dental benefits
- Training and development opportunities
- Dining & Discount perks
- A dynamic culture that encourages and rewards the entrepreneurial spirit

## To Apply:

Submit a cover letter & resume to [careers@fogoislandinn.ca](mailto:careers@fogoislandinn.ca) , subject line **"Guest Experience Coordinator"**

Deadline for Applications: **UNTIL FILLED**. We are grateful for all applications but only those selected for an interview will be contacted.

Questions about this position may be directed to: [careers@fogoislandinn.ca](mailto:careers@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) | [www.fogoislandfish.ca](http://www.fogoislandfish.ca) | [www.fogoislandarts.ca](http://www.fogoislandarts.ca)

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