

ABOUT THE ROLE

Title: Guest Experience Coordinator

Team: Guest Experiences

Location: Fogo Island, Newfoundland, Canada

WHO WE ARE

A member of Relais & Châteaux with Three MICHELIN Keys, Fogo Island Inn is a 29-room luxury hotel, built on principles of sustainability and respect for nature and culture. The Inn is a community asset, owned by the charity [Shorefast](#), and 100 percent of operating surpluses are reinvested into Shorefast's work to secure a resilient future for Fogo Island.

Our work has garnered significant international interest including a feature on [60 Minutes](#) and in The New York Times' [52 Places for a Changed World](#). The mission of Shorefast is to build, learn, and share economic development practices that catalyse the assets of local places, starting with Fogo Island.

Learn more about us: fogoislandinn.ca

THE OPPORTUNITY

As **Guest Experience Coordinator**, you are passionate about providing personalized and exceptional service to ensure a memorable stay for each guest. You are organized, detail oriented and thrive on anticipating guest needs while exceeding expectations. You possess an in-depth knowledge of our community, are financially savvy all in service of the guest experience operation.

WHAT YOU'LL DO

- Welcome and assist guests, offering information on activities, dining options, events, and transportation.
- Assist guests in planning and organizing their stay, including outdoor adventures, island orientations, dining and activations.
- Assist in the development and implementation of new guest programming.
- Maintain up-to-date knowledge of local activities, restaurants, events, and seasonal activations to make well-informed recommendations.
- Build and maintain relationships with the community, including service providers, vendors and activity providers.
- Coordinate logistics, equipment, and resource allocation for experience implementation, ensuring that all necessary supplies, equipment, and transportation, are secured in advance.
- Create an operating environment that assures consistent guest satisfaction and maintains exceptional service quality standards.
- Provide Financial oversight of the departments payables, including invoicing, tracking and reconciliation follow up.
- Maintain and update vendor records, including payment terms.
- Utilize customer relationship management (CRM) tools to track guest interactions
- Prepare and distribute daily, weekly, and monthly reports related to Guest Experiences metrics to increase team awareness.

QUALIFICATIONS AND EXPERIENCE

- Minimum of 2 years of experience as a concierge, guest services lead, role within the hospitality industry is preferred.
- Minimum of 2 years of general accounting experience required.
- Strong commitment to providing outstanding service, with an enthusiastic and proactive approach.
- Strong multitasking and organizational skills to manage various guest requests efficiently
- Thorough knowledge of local activities, dining, and services; a strong network within the local community is preferred.
- Proficiency with office applications, specifically Microsoft Excel.
- Excellent interpersonal and communication skills to interact professionally and warmly with guests.
- Familiarity with experience industry standards, best practices, and emerging trends.
- Ability to work a flexible schedule, including weekends and holidays, to accommodate guest needs.

WHAT WE OFFER

- Competitive wages.
- Health & Dental Benefits
- Access to an employee work-out room, to support personal well-being.
- An engaged, highly supportive, and collaborative environment that encourages creativity and curiosity.
- The opportunity to work in a thriving social enterprise.
- Continued learning and professional development training.
- Allowances for travel to Fogo Island may be available.
- Housing/accommodations assistance may be available.

TO APPLY

Please submit a cover letter and resume to careers@fogoislandinn.ca, with the subject line “**Guest Experience Coordinator**”; Questions about this position may also be directed here.

Deadline for Applications: Until Filled

We are grateful for all applications, but only those selected for an interview will be contacted.

We endeavour to foster an accessible work environment and to ensure all in our care feel safe and valued. Please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.