

ABOUT THE ROLE

Title: Night Auditor

Team: Guest Services

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 **Night Auditor**, you enjoy managing front desk operations during the overnight hours, ensuring accurate financial reporting and delivering exceptional guest service. Your skillset is multifaceted including administrative, financial and guest services focused. You are detail-orientated, proficient with numbers, and able to work independently while creating a safe, welcoming environment for all guests.

WHAT YOU'LL DO

- Reconcile and balance daily transactions for each department, ensuring accuracy and addressing discrepancies.
- Audit guest accounts for missing or incorrectly posted charges.
- Flag and report discrepancies or violation of financial control policies & systems.
- Verify compliance with travel agency contracts as it applies to guest charges/credits/
- Respond to all guest requests including, lighting stoves in guest rooms, lighting the sauna wood stove, preparing/delivering room services and investigating minor maintenance issues.
- Provide friendly and efficient service for guests, handling late check-ins, an overnight requests.
- Prepare financial reports for the Director of Guest Services, including daily summaries and operational reports.
- Update reservations, process cancellations or modifications, and monitor room availability for the following day.
- Prepare daybreak trays for in-house guests as required.
- Enact emergency protocols as defined by the Inn's Emergency Preparedness Plan as required.
- Handle guest complaints and service issues professionally, escalating to Inn Leadership as necessary.

- Assist with administrative duties, including organizing documents, filing, and preparing the front desk for the morning shift.
- Communicate any issues. Guest requests, or significant events from the night shift to the morning team.
- Complete duties which align with Front Desk Oversight when required.
- Review end of shift reports to ensure proper workflow processes are followed.

QUALIFICATIONS AND EXPERIENCE

- 1-year previous experience in hospitality, guest service, or service accounting is preferred.
- Ability to manage high stress situations and respond effectively during Inn emergencies.
- Strong math and analytical skills, with accuracy in handling financial reports and transactions.
- Friendly and professional demeanor, able to provide service in a quiet overnight environment.
- Proficiency with office applications, specifically Microsoft Excel.
- Comfortable working independently during night hours and handling unexpected issues as they arise.
- Ability to work overnight shifts, including weekends and holidays.

WHAT WE OFFER

- Competitive wages.
- 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 “**Night Auditor**”; 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.