

fogo island inn

About the Role

Title: Night Auditor

Team: Guest Services

Location: Fogo Island, NL

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

The Night Auditor is the calm, capable presence that keeps Fogo Island Inn running smoothly through the night. Reporting to the Director, Guest Services, this person ensures financial accuracy, guest comfort, and operational safety from dusk to dawn. This is a role that suits someone who thrives independently, makes confident decisions under pressure, and takes genuine pride in getting the details right. A passion for hospitality and a steady hand in unexpected situations are essential — as is a warm, attentive approach to the guests in our care.

What You'll Do

- Reconcile the daily financial transactions of the Inn
- Audit guest accounts for missing or incorrectly posted charges
- Flag and report discrepancies or violations of financial control policies and systems
- Verify compliance with travel agency contracts as it applies to guest charges and credits
- Prepare daily reports for all departments
- Review end-of-shift reports to ensure proper workflow processes are followed

- Check in and out guests on the hotel system
- Ensure nightly operations procedures are followed
- Respond to all guest requests, including lighting stoves in guest rooms, lighting the sauna wood stove, preparing and delivering room service, and investigating minor maintenance issues
- Assist as required to prepare daybreak trays for in-house guests
- Answer all incoming calls and reservation inquiries
- Clean the main floor wood-burning fireplaces and stove
- Enact emergency protocol when fire alarm sounds
- Monitor email account for alarm warnings

Qualifications and Experience

- Ability to handle high-stress situations and respond effectively (e.g., guest evacuations during fire alarms)
- High attention to accuracy and detail
- Strong information analytic skills
- Ability to problem solve and make decisive actions in an independent working environment
- Excellent communication and conflict resolution skills
- Must have a valid Canadian driver's license
- 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

- Competitive salary
- Team member discounts within our businesses (Fogo Island Inn and Fogo Island Workshops)
- The technology necessary to complete your work
- 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 opportunities

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.