

The Opportunity

Are you looking to contribute your expertise to help lead one of North America's most exciting and creative businesses? Are you looking to join a strong visionary team, carving out a new path in one of Canada's most innovative communities?

The successful candidate will become an integral player in our continuous creation of new social enterprise opportunities on Fogo Island, strengthening the impact of social business in Canada and abroad.

Job Title: Assistant Guest Services Coordinator
Permanent, Full-Time

Location: Fogo Island, NL

Key Responsibilities

Reporting to the Director of Guest Services;

- Managing continuous 7 day/week 24-hour front office operation and the divisions within, which includes;
 - Administration – Front Desk/Night Audit/Telephone Operator
 - Logistics – Door Persons/Traffic Hosts/Car Detailing/Lobby Hosts/Logistics Liaisons
- Lending support to the director's divisions in her absence, Community Host Program, Housekeeping, Maintenance, and Outdoor Adventure Guides
- Creating an operating environment that assures consistent guest satisfaction while maintaining service quality standards.
- Point person for guest recovery when an issue arises, handling the difficult conversations and providing a solution for the guest satisfaction.
- Directing logistics of all guest transfers and sometimes staff/service providers for other entities within the Shorefast umbrella – ground, helicopters and planes.
- Responsible for the fleet vehicle inventory and maintenance to ensure we can accommodate our guest needs according to their transportation and community host/experience aspects
- Sourcing, researching and purchasing materials and equipment needed for operational/experience needs.

Skills and Experience

Training & Experience

- Minimum of high school diploma or equivalent.
- Managerial experience preferred.
- Experience in Guest services or customer service considered an asset.
- Experience in the Tourism industry also considered an asset.

Position Specific Skills

- Ability to excel in a fast-paced and dynamic environment
- Entrepreneurial spirit and positive attitude

Personal Skills & Interests

- Sensitivity to the history and culture of rural Newfoundland
- Passion for social business and a desire to make a difference in the lives of others and in the community
- Commitment to upholding the vision and goals of Fogo Island Inn, Shorefast Foundation, and other affiliated organizations

Compensation and Benefits

- Competitive Salary and Benefits package
- Great organizational culture
- Opportunities to advance
- Possible relocation and shared housing assistance (position based on Fogo Island, NL)

About our Organization

Shorefast was established to contribute to the economic and cultural resilience of Fogo Island, Newfoundland, creating a model for contemporary rural communities. Activities are focused at the intersection of business, art, community and nature.

The Shorefast Group operate a social enterprise model where surpluses from business activity flow through the Charity and are reinvested in community programs. Entities under this unique corporate structure include Shorefast Foundation (federally registered Canadian charity) and Fogo Island Arts (contemporary art residency programme), alongside for-profit business ventures including Fogo Island Inn, Fogo Island Shop, Fogo Island Fish, and Community Host Services.

Social business is an emerging field in Canada, where for-profit economic activity directly contributes to positive social outcomes typically served by the non-profit community. Shorefast is a leader in this emerging space, creating not-just-for-profit businesses that maximize return on sacred capital (natural, social, cultural) alongside economic capital. The goal is to create a next generation economy of strong, resilient communities – a global network of deeply local places.

The successful candidate will join a committed team and help create business in service of community.

Contact Us

Please submit a cover letter and resume to careers@fogoislandinn.ca using the subject line “**Assistant Guest Services Coordinator**”

Deadline for Applications: February 2020

Questions about this position may be directed to: Amanda Decker-Penton at amandadeckerpenton@fogoislandinn.ca

No phone calls, please.

For further information visit our websites:

www.fogoislandinn.ca | www.shorefast.org | www.fogoislandarts.ca | www.fogoislandshop.ca