

## Who We Are

[Shorefast](#) is a Canadian registered charity behind social businesses including the award-winning [Fogo Island Inn](#), [Fogo Island Workshops](#), [Fogo Island Fish](#), as well as programmes such as [Fogo Island Arts](#), a leading global contemporary artist residency. Through its work on Fogo Island, Newfoundland, and with other communities across Canada, Shorefast's mission is to make it possible for local communities to thrive in a global economy. We envision a world where all businesses are social businesses. Do you want to do work that matters and aligns with your values? Join our team and support an innovative model that puts people and place first.

## The Opportunity

**Reservations Specialist** is a full-time position located on Fogo Island, Newfoundland. As part of the Reservations Team, this position is responsible for answering all inquiries, confirming reservations, and assisting with travel plans for guests of Fogo Island Inn.

## What You'll Do

- Answer all incoming calls to the Reservations line at Fogo Island Inn
- Answer and respond to all phone, e-mail, and web inquiries in a timely manner
- Enter reservations into the Hotel's Property Management System (iQWare)
- Process payments for all reservations
- Record guest information, travel plans and relevant details in the Hotel's CRM (SalesForce)
- Assist guests with travel information and planning during the reservation process
- Must be flexible to work days, evenings, and weekends as required
- Work closely with the Front Desk and entire Operations Team to facilitate all the requirements of a guest's reservation and stay
- Research as required.

## Qualifications you'll bring

- High school diploma required.
- Post-secondary diploma or degree would be considered an asset.
- Excellent verbal and written communications skills in English.
- Bilingual, spoken & written French would be an asset.
- Excellent computer skills and familiarity with the Microsoft Office Suite
- Organized, positive attitude, and ability to work in a team environment.
- Dedication to providing an exceptional guest experience.
- Strong attention to detail and accuracy.
- Excel in a fast-paced and dynamic environment.
- Experience with CRM software such as Salesforce is an asset.
- Experience with a PMS, such as iQWare, an asset
- 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, and affiliated organizations.
- Sensitivity to the history and culture of rural Newfoundland.

## What we offer

- An engaged, progressive, highly supportive, flexible, and collaborative work environment
- The opportunity to work in a thriving social entrepreneurship environment
- A commitment to recruiting, promoting, and training qualified individuals at all levels within the organization.
- Group Insurance Plan (including Health, Dental, Life & AD&D) and Employee Assistance Program

## To Apply:

Submit cover letter and resume to [careers@fogoislandinn.ca](mailto:careers@fogoislandinn.ca), subject line "**Reservations Specialist**". Applications will be accepted until the position is filled. We are grateful for all applications but only those selected for an interview will be contacted.

[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)

*Shorefast's charitable foundation and social businesses are committed to diversity, equity, inclusion, and belonging. This commitment is core to what we do and what we believe - everyone is welcome here. We endeavor to foster an accessible work environment and to ensure all in our care feel safe and valued. We are working actively to address imbalances for historically excluded and marginalized communities. Please reach out if there is anything we can do to accommodate a more accessible or inclusive application process.*