

Night Auditor

Reports to: Front Office Manager

Department: Guest Services

Scope and General Purpose:

The Night Auditor is responsible for performing a variety of guest services activities in an exceptionally friendly, professional and efficient manner commensurate with the demands of a world-class resort. Provides information about resort offerings, makes guest reservations for overnight stays, registers guests, assigns rooms, settles guest accounts and coordinates with other departments to satisfy guest requests. Exceeds expectations by proactively anticipating guest needs.

Essential Duties:

- Welcomes and serves all guests in an efficient, courteous and friendly manner whether face to face, on the phone or via email.
- Handles all guest complaints, comments, observations and complaints in a timely and effective manner, achieving guest satisfaction.
- Reserves, registers and checks out guests completely, following the procedures and policies set up for this process
- Works closely with Overnight Bell Attendant to accommodate guest requests, gift deliveries, luggage assistance, valet service and escorts.
- Communicates with Night Security to help ensure guest safety during normal operation and in case of emergency.
- Utilizes proper selling techniques and strategies to maximize room and outlet revenues.
- Ensures proactive building of guest history.
- Processes credit card authorizations for each guest upon arrival and as needed during stay.
- Prepares daily billing documents for outlets to use the next day.
- Accurately post charges to group, guest, member and house accounts.
- Forward messages to departments with regards to guest requests and expectations and to follow up on requests with the guest via email, phone, radio and/or trace system.
- Ensures the accuracy of billing for each guest.
- Accurately accounts the daily bank issuance.
- Orders room drop items and ensures ancillary charges are scheduled appropriately.
- Runs nightly audit and separates guest tickets.
- Maintains accurate house account Excel spreadsheets.
- Runs various sales reports after outlets are close for the day and processes the data into daily revenue reports.
- Processes and reconciles daily service charge breakdown spreadsheet.
- Completes daily administrative tasks.

Marginal Duties:

- Room guests when necessary.
- Keep work area tidy and attractive
- Other duties as assigned.

Position Requirements:

- Secondary Diploma Required. College Experience an asset.
- Excellent phone and communication skills in English.
- Excellent guest relations skills. Must love people!
- Ability to multi-task.
- Ability to work independently with minimal supervision.
- An eye for detail.
- Ability to count and maintain bank balance.
- A good knowledge of the surrounding areas.
- Computer skills, including the use of Microsoft Word, Excel, Outlook required. Facility in Microsoft Access and Maestro PMS and asset.
- Must be able to work a nine (9) hour shift overnight (10pm-7am).
- Must be able to work a flexible schedule including weekends and holidays.
- Must complete a 60 day trial period, which includes position certification, and recertification yearly.

Physical Demands:

- Essential duties require long periods of standing or sitting, hearing, speaking, reading from a computer screen and keyboarding. The employee must have normal vision (corrected) including close and color vision, hearing and verbal communication. Must be able to frequently lift and carry items up to 20 lbs. and occasionally items up to 75 lbs

Environmental Conditions:

Duties are typically performed in an indoor setting; however, duties may be assigned periodically which take place out of doors and in the elements.. Incoming calls are frequent, work is fast paced and the noise level is moderate to loud. It's a lot of fun, though!

This Job Description reflects management's assessment of essential functions; however, it does not prescribe nor restrict the tasks that may be assigned