

Night Auditor

JOB SUMMARY: The night auditor is the acting manager on duty when a Front Office Manager on Duty is unavailable. The night auditor is responsible for ensuring that our Inn at 500 Capitol guest service standards are met and each guest has a very special experience. In addition, the night auditor is responsible for ensuring that all hotel accounts are balanced, and all hotel operations including, but not limited to valet, check-in/check-out, and hotel security are properly maintained.

RESPONSIBILITIES

- Lead our Front Desk and Guest Service Agents in performance of daily front office operations while adhering to AAA-rated 4 diamond, 5- Diamond standards and the Inn at 500 Capitol Employee Handbook.
Daily operations include:
 - Welcome and serve guests in person and over the phone
 - Provide assistance to guests by asking questions and offering personalized recommendations.
 - Check-in and check-out procedures
 - Take guest reservations over the phone and in person
 - Handle cash and credit card transactions
 - Provide luggage or valet assistance as needed

- Assist the Front Office Manager to create, implement, and train our “Best Practice” procedures to all Front Desk Agents.
- Designate and cover the front office employee’s break periods, while using best judgement to accommodate the daily flow of the front office operations.
- Handle all guest complaints and issues promptly. Contact department heads as needed.
- Complete each shift with closing EOS and Pass-Down reports – communicate any relevant information.
- Assure knowledge and training of the Property Management System – Springer Miller Systems and address any Interface or PMS system errors promptly.
- Track front office inventory items – as designated by the Front Office Manager – ensuring all orders are completed to accommodate upcoming operations and are in accordance with the monthly budget.
- Assist the Front Office Manager in completing initial 90-day performance evaluations and bi-annual performance evaluations thereafter.
- Ensure all front desk agents adhere to the Employee Handbook policies and department procedures. Coach, council, and document any failure to comply with said policies or procedures.
- The Night Auditor will oversee the smooth performance of the Guest Service staff:
 - Ensure all Guest Service staff adhere to the Employee Handbook policies and department procedures. Coach, council, and document any failure to comply with said policies or procedures.
 - Designate and cover the Guest Service break periods, while using best judgement to accommodate the daily flow of the front office operations.

QUALIFICATIONS

- Hospitality industry experience preferred.
- 2 years prior customer service experience.
- Demonstrated time management, customer service and negotiation skills.
- Demonstrated leadership skills.
- Prior cash handling experience necessary.
- Ability to communicate effectively with the public and other employees.
- Read, write and speak English fluently.
- Computer experience required.
- Valid Driver's license and no moving violations within three previous years. No DUI convictions.
- Ability to operate manual transmission vehicles preferred.
- CPR certified preferred.
- ServSafe Alcohol certified.