

Title Night Audit Associate
Location Park City, Utah
Schedule Full-time. Overnight Shift (11pm – 7am)

Position Description

Focused on the effortless and seamless movement of guests in and out of the facilities and creating memorable experiences by making emotional connections with all of our guests. In this position, you will have a direct impact on the overall experience of our guests from the moment guests arrive at the hotel until they check out. The successful candidate must have a friendly and welcoming attitude with everyone. This is the ideal position for someone who has a passion for guest service, values problem resolution, and enjoys working in a fast-paced environment.

- Accuracy and accountability of payment verification, process of deposits, check cashing and exchange of currency is essential, ensuring all necessary reports and forms are completed daily.
- Completion of all night audit duties and procedures, including but not limited to, posting of F&B charges, room charges, review and verification of revenues, guest/group account receivables and ledger accounts.
- Responsible for welcoming guests and accurately verifying all information during the check-in and check-out process including, but not limited to: proper public relations techniques, a courteous and professional attitude and tone, identification and credit input and ensuring all posting, cash transactions, account settlements and deposits are handled correctly.
- Responsible for promoting the product and services, promotional programs, point of sales materials and merchandising activities to the targeted customer/guest group.
- Review expected arrivals, no-shows, owners and VIP guests to ensure that they are pre-registered, assigned/blocked properly and other departments are notified of room assignment, modifications and special requests. Review the daily room availability, restrictions and logs. Check status of departures on a daily basis. Relay all pertinent information to colleague, supervisors and other organizational departments as necessary.
- Perform clerical duties such as typing correspondence, filing, package receipt and delivery and answering phones. Ensure messages and faxes are handled correctly and proficiently.
- Must meet standards of cleanliness, employee satisfaction, productivity, safety and guest comfort and satisfaction standards as established by the Company.
- Due to the cyclical nature of the hospitality industry, employees may be required to work varying schedules to reflect the business needs of the Company, including evening, nights and weekends. In addition, attendance at all scheduled training sessions and meetings is required.
- Upon employment, all employees are required to fully comply with Newpark Resort and Hotel rules and regulations for the safe and effective operation of the facilities. Employees who violate Company rules and regulations will be subject to disciplinary action, up to and including termination of employment.

Qualifications

The individual must possess the following knowledge, skills and abilities and be able to demonstrate that he or she can perform the essential functions of the position:

- **Excellent Communications Skills, both written and verbal, are essential.** Must be able to speak, read, write and understand all languages applicable to the job.
- **Ability to solve problems and deal with a variety of options in varying situations.** The environment is dynamic and always changing. The ability to cope and thrive in a changing environment is essential.
- **Must be positive and enthusiastic.** Grumpy, despondent, and/or ill- or short-tempered people need not apply.
- Must possess the ability to work as part of a team and be able to work well with others.
- Must possess moderate to advanced computer skills, including, but not limited to knowledge of: Microsoft Office Applications such as Outlook, Word and Excel.
- Must have the ability to follow direction and a willingness to learn.

Physical Demands

There are physical demands that may vary from day to day or task to task including, but not limited to:

- Must be able to sit at a desk for up to 4-hours per day; and/or be on your feet for up to 6-hours per day walking; standing; bending; stooping; squatting; stretching; grasping; lifting; carrying; pushing and operating equipment.
- Must be able to stand and exert well-paced mobility for up to 4 hours in length.
- Must be able to lift up to 50 lbs. on a regular and continuing basis; and must be able to lift up to 80 lbs. occasionally.
- Must be able to push/pull carts and equipment weighing up to 250 lbs. on a regular and continuing basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to exert well-paced ability to reach different locations of the project on a timely basis.
- Requires listening and hearing ability and visual acuity. Vision occurs continuously with the most common visual functions being those of near vision and depth perception. Talking and hearing occur continuously in the process of communicating with guests and other employees.
- Requires manual dexterity to use and operate all necessary equipment.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.

Education and Certificates

High school or equivalent education required, Bachelor's Degree preferred. No licenses or Certifications applicable.

Experience

Must possess sufficient relevant experience to perform the tasks assigned. Prefer at least two years of hospitality or related experience.