



TITLE: NIGHT

AUDITOR

DEPARTMENT: OFFICE

REPORTS TO: GUEST SERVICES MANAGER

JOB SUMMMARY:

The Night Auditor is responsible for monitoring the property during the overnight hours. These responsibilities include checking the proper daily shut-down of the physical plant, providing Guest Services to guests during the overnight hours, and a number of financial reporting roles prescribed by property management. This position requires an outgoing, enthusiastic personality, strong attention to detail, and the ability to work without constant direct supervision.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

- Maintain a neat and professional appearance in accordance with property standards.
- Welcome and acknowledge each and every guest with a smile, eye contact, and a friendly verbal greeting, using the guest's name when possible.
- Manage and resolve all guest complaints (and compliments) in a professional and courteous manner, maintaining composure under pressure, allowing guests to speak first and then providing solutions to their issues or concerns. Follow through to ensure guest satisfaction with the resolution. Know who to call upon if you cannot solve a guest's problem.
- Register and orient arriving guests according to property standards.
- Anticipate and address guests' service needs.
- Be knowledgeable about the property, its programs, amenities and experiences.
- Have a working knowledge of property's phone and other communication systems. Answer telephone calls with a pleasant demeanor according to property etiquette, listening carefully to caller's requests, and clearly taking, dating, distributing or filing notes as needed.
- Check daily figures, postings, and financial documents for accuracy.
- Record, store, access, and/or analyze computerized financial information to close each day's transactions
- Control and secure cash and cash equivalents according to property cash handling policy and procedures.
- Prepare, maintain, and distribute statistical, financial, accounting, auditing, or payroll reports and tables.
- Audit and reconcile all revenue postings.
- Maintain accurate guest accounts and folios, house banks, deposits, petty cash and cash drawers according to property specifications. Understand cash reporting requirements.

- Be fully knowledgeable about how to post to and maintain guest folios according to property specifications. Must have computer skills sufficient to meet property system needs which may include Microsoft Word, Xcel, database operations, point of sale and property management systems.
- Process guest check-outs and collect and process payments with efficiency. Be able to explain everything on a guest folio and be able to make corrections as needed.
- Maintain confidentiality of proprietary and guest information
- Be responsible for security of any room or supply closet keys, as well as for respecting the confidential nature of some front desk correspondence, transactions, and activities.
- Make regular tours of property as detailed by property management to check security of entrances, personnel, property and guest safety. Maintain awareness of unknown persons on property; follow property procedures to deal with unusual situations. Be knowledgeable of property specific safety and security procedures.
- Perform housekeeping duties to ensure that the appearance of front desk and lobby areas is according to property specifications. Assist with set up of early morning food and beverage service as directed.
- Water all hanging plants on porches and flower boxes on balconies.
- Know who to notify in case of broken equipment or unsafe/unsanitary conditions.
- Manually handle/lift/carry product up to 30 pounds between knee and shoulders.
- Must have bilateral fine manipulation of both hands which may be repetitive for entire shift.
- May be vertically mobile for over 25% of shift.
- Protect the assets of this property and TCI Hospitality.

MINIMUM REQUIREMENTS:

- Must be eligible to work in the United States of America.
- Must be at least 18 years of age.
- Ability to communicate in English, both orally and written, with guests and employees, some of whom will require high levels of patience, tact and diplomacy.
- Ability to work as a part of a team.
- Ability to understand verbal and written directions, as well as workplace safety signage.
- Must have accounting and computer use experience
- Active listening and observation skills.

ABILITIES REQUIRED:

- Frequent walking, bending, balancing, stooping, reaching, pushing, lifting, manual dexterity and repetitive motions.
- Occasional stair climbing.
- Schedule varies according to operational needs; will include overnights on both weekday and weekend nights.
- Hazards include, but are not limited to lifting injuries, exposure to unsanitary materials, slips, and tripping.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required or personnel so classified. All persons may be required to perform duties outside of their normal responsibilities from time to time, as needed.