

Position: Night Auditor

Property: Independence Hotel

Employee Name:

Reports To: Rooms Division Manager

Effective date:

Work hours:

Position Summary:

This position is responsible for balancing and closing previous business day and completing daily financial reports. The Night Auditor additionally assists guests in a warm, friendly and efficient manner and, while less frequent than the Guest Services Agent, will check guests in and out, make reservations and tend to guest inquiries, concerns or complaints. The Night Auditor is often the only person on shift and must show sound judgment in making independent decisions and ensuring the property is secure and operating

Essential Duties:

* Welcome guests, conduct check-ins and checkouts, make, adjust and cancel reservations and tend to inquiries, complaints and requests.
* Show genuine hospitality to guests and provide excellent service throughout their stay.
* Ability to work independently or in a team in meeting guests needs, and actively contributes to the efforts of other departments when necessary.
* Administer and perform thorough audit of daily cash and charges sales and other related hotel transaction including verification of balance totals from all departments ensuring that delegated duties are complete and making necessary adjustments.
* Ensure cashiering functions are performed for guests during their stay and at check out.
* Accountable for accurately balancing all revenue sources and completing daily financial reports.
* Process no-show reservations, prepare financial reports for managerial review.
* Close the financial day for the hotel.
* Uses selling techniques and ensures strategies are utilized to maximize room revenues.
* Maintains a clean and orderly work area in all departments.
* required volume of work by planning, organizing and prioritizing work duties.
* After completing financial tasks, works on assigned additional projects, stocking supplies and assisting other over-night staff as needed.
* Maintains a shift checklist, including tending to a schedule of tasks across various departments to maintain maximum operations at the hotel.
* Conducts personal behavior in a mature, professional, business manner when representing The Hotel and complies with all policies and procedures set forth by Employee Handbook.

Secondary Functions: Performs all other duties as assigned

Qualifications:

Possession of, or ability to obtain, a valid driver's license \* Ability to perform higher level mathematics, write, read and file alphabetically and numerically \* Ability to stand for an eight hour shift \* Ability to maintain a professional appearance at all times \* Ability to communicate effectively \* Ability to read and follow both verbal and written instructions \* Ability to work as part of a team \* Ability to work with a minimum of supervision \* Ability to work well under pressure

Education: High school diploma or GED required.

Physical Requirements: Ability to lift, push and pull up to 75 pounds on an occasional basis.

Employee signature: Date:

Manager signature: Date: