



Job Description

NIGHT AUDITOR

Department:	ROOMS DIVISION	FLSA Status:	HOURLY NON-EXEMPT
Reports To:	GUEST SERVICES MANAGER	Effective Date:	January 1, 2017

Job Title: NIGHT AUDITOR

SUMMARY

This position is to provide efficient and courteous service to each customer and maximize room revenues during the Night Audit shift, through accordance to standards, policies and position tasks set by Northwest x Southern Hospitality.

ESSENTIAL JOB FUNCTIONS

The position requires the ability to perform the following essential job functions, with or without reasonable accommodation:

- Ensures accurate and timely daily audit of revenue generated by all retail outlets, and Hotel.
 - Prepares financial reports and distributes to appropriate managers.
 - Controls issuance and tracking of sensitive forms to ensure proper control of proprietary documents.
 - Generates back up reports and analyzes discrepancies, rate variations, and credit reports.
 - Completes audit shift check list tasks.
 - Answering telephones and responding to requests are routine functions of this position.
 - Promotes outstanding guest relations and performs other duties as assigned.
 - Executes prompt, courteous and accurate guest check-in and check-out.
 - Addresses questions or problems pertaining to Hotel rooms and rates.
 - Maintains room security by providing effective key control and participates in matters relating to customer room security.
 - Ensures that customer mail and messages are delivered promptly by overseeing mail and message delivery functions.
 - Promotes participation in frequent guest program, and guest satisfaction surveys.
 - Follows room inventory and monetary controls.
 - Responds to and follows through with guest requests, exceeding expectations, following up with guest to ensure needs and expectations are met.
 - Handles any guest compliments or complaints and act deemed necessary.
 - Handles cash transactions and keeps a balanced bank.
 - Prepares and processes end of day procedures.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.

- Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.
- At all times projects a favorable image of Northwest x Southern Hospitality to the public.
- Maintains safe working conditions within department and Hotel.

HOURS AND ATTENDANCE

- Up to 40 hours per week with varied and flexible shifts/days, likely to include nights, weekends, holidays and overtime.
- Regular and predictable attendance in conformance with the Hotel's standards, as may be established from time to time, is an essential job function. Team members with irregular attendance will be subject to disciplinary action, up to and including termination of employment.

MARGINAL OR SUPPORTIVE FUNCTIONS

In addition to performance of the essential function, this position may be required to perform a combination of the following supportive functions, with the percentage of time performing each function to be solely determined by the supervisor based upon the requirements of the hotel.

- Provide safety deposit boxes for guest by escorting them to the vault pulling the box from the vault and carrying it to the customer. File access slips in room order.
- Maintains a clean lobby and organized reception desk.
- Occasionally responds to guest reservations requests when no reservations representatives are present.
- Attends all mandatory meetings.
- All other duties as assigned by management.

PHYSICAL AND MENTAL DEMANDS OF POSITION, INCLUDING ENVIRONMENT

The individual holding this position must be able to explain and demonstrate that he or she can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities:

- Ability to read, analyze, and interpret financial reports, and documents.
- This position works between the hours of 10p and 8am and must be able to perform all job duties within scheduled shift.
- Must work well alone, unsupervised and can work harmoniously with co-workers.
- Must exhibit positive interpersonal skills with focused attention to guest needs.
- Hearing and visual ability to observe and detect signs of emergency situations and to access and accurately input information using a moderately complex computer system.
- Must be able to frequently move freely about the front office, maintain manual dexterity to access computer via keyboard and operate office equipment, such as telephones, copiers, fax machine, computer systems etc.
- Perform all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures including safety procedures and local, state and federal laws and regulations.
- OSHA laws require the use of Personal Protective Equipment (PPE) when performing work duties that have the potential of risk to your health or safety.
- Normal routine involves no exposure to blood, body fluid or tissue, but exposure or potential for exposure may occur.

KNOWLEDGE AND CRITICAL SKILLS

The individual holding this position must possess the following knowledge, skills and abilities:

- 1+ year's guest/customer service experience, and/or 1+ years Hotel experience preferred.
- Proof of authorization/eligibility to work in the United States, including High School Diploma or equivalent.
- 2 or 4-year college degree a plus.
- Basic mathematical skills and considerable skill in the use of a calculator to prepare moderately complex mathematical calculations without error.
- Ability to listen effectively and to speak English clearly to communicate with customers and team members.
- Ability to analyze information and make effective judgments.
- 1 year night audit and/or 2+ years Hotel front desk experience required
- Proficiency in Microsoft Word, Outlook, Excel, and PMS systems knowledge is required.
- All team members must maintain a neat, clean and well-groomed appearance (specific standards available).

Upon employment, all team members are required to fully comply with the Hotel's rules and regulations for the safe and efficient operation of Hotel facilities. Team Members who violate Hotel rules and regulations may be subject to disciplinary action, up to and including termination of employment.

This job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.

I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth:

TEAM MEMBER SIGNATURE

DATE