



# Front Desk Night Auditor

## Job Description

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### DESCRIPTION

This key hotel position is responsible for staffing and acting as a front desk agent during the overnight shift from 11pm to 7am, answering phones, registering guests, accepting payments, and providing outstanding customer service. Additionally, the night auditor is responsible for preparing the hotel's end of day financial reports, performing end of day functions on the hotel's property management system, such as posting room charges and taxes, reconciling payments, and performing other financial and accounting related duties.

### RESPONSIBILITIES

*Responsibilities would include, but are not limited to:*

- Process guest credit card charges. Verifies all account postings and balances made during the day by front desk staff. Monitors the current status of coupon, Discount, and other promotional programs. Run End of day process / Night audit process on the Property management software.
- Track room revenue, occupancy percentages, and other front office operating statistics. Prepares a summary of cash, check, and credit card activities, reflecting the hotel's financial performance for the day. Posts room charges and room taxes to guest accounts including guest transactions not posted during the day by the front office cashier. Is familiar with a hotel's three main ledger systems (Advanced Deposits Ledger, General Ledger, and City Ledger) and how they are tracked and relate to each other.
- Register guests, provide prompt and courteous service, and close out guest accounts upon completion of stay in accordance with the Inn's high standards for quality;
- Greet guests immediately with a friendly and sincere welcome, use a positive, clear speaking voice, listen attentively to understand guest requests, respond with appropriate action, and provide accurate information about our local area such as points of interest, places to shop and eat;
- Complete the reservation process by inputting and retrieving information with routine difficulty from a computer system, and confirming pertinent information including contact information, number of guests, and room rate. Assist the manager with other administrative duties such as writing letters to guests;
- Promote Lord Camden Inn marketing programs, make appropriate selection of rooms based upon guest needs, and provide a thorough, warm welcome message and literature packet to the guest upon check-in;
- Verify and imprint credit cards for authorization using electronic acceptance methods, handle cash, checks and other forms of payment, make change and balance an assigned guest folio. Perform accurate, moderately complex arithmetic using a calculator and post charges to guest rooms and house accounts using the computer;
- Promptly and professionally answer the telephone using positive, clear communication, input messages into the computer, retrieve messages and communicate the content to guests;
- Field guest complaints, help resolve complications such as the need for room changes or dealing with credit issues, listen and extend assistance in order to resolve problems such as price conflicts, insufficient heating or air conditioning, etc. Remain calm and alert during stressful situations and heavy hotel activity. Exercise discretion when appropriate and make decisions based upon experience and sound judgment;
- Keep a clean, well organized work area, provide housekeeping support in the lobby and other common areas on a regular basis, and help with decorating the inn during holidays and special occasions.

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### REQUIREMENTS

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

- Minimum of one year hotel front desk supervisory experience, experience handling cash, accounting procedures, and general administrative tasks;
- Strong organizational skills;
- Familiarity and confidence with networked PC's using Windows operating system, the internet, e-mail and other forms of electronic communication common in an office environment;
- A strong working knowledge of Microsoft Outlook, Word & Excel, with the ability to create & interpret spreadsheets that track standard financial performance measures;
- Two years prior customer service oriented work experience (hotel front desk experience preferred);
- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess strong computational ability.
- Most work tasks are performed indoors. Temperature is moderate and controlled by hotel environmental systems.
- 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 an occasional basis.
- Must be able to push and pull carts and equipment weighing up to 250 lbs. on an occasional basis
- Must be able to bend, stoop, kneel, squat and stretch to fulfill cleaning tasks.
- Must be able to exert well-paced ability to reach different floors of the hotel on a timely basis.
- Requires grasping, writing, typing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.

### QUALIFICATION STANDARDS

- High school Diploma; 4-Year College Degree preferred.
- Prior hotel front desk experience is strongly preferred.
- Licenses or Certificates Not Applicable.
- All employees must maintain a neat, clean and well-groomed appearance per Inn standards.

**Lord Camden Inn & Grand Harbor Inn are an Equal Opportunity Employer (EOE).**