Job Description: Night Auditor

NORTHVIEW
HOTEL GROUP, LLC

Job Overview
The purpose of this position is to interact with our guests and ensure they have a great experience when staying at the resort. The Night Auditor will audit and verify all revenue and settlements daily and resort or reset systems as part of the end of day processes. At the same time, this position will continue the arrival experience by ensuring clear communication with guests, obtaining all necessary information and providing the guest a room that meets their expectations. Night Auditors will also process guest departures providing gracious service while closing out accounts and again ensuring guest satisfaction.

General Responsibilities
- Verify all revenue documentation and make corrections as needed.
- Ensure all revenue documentation is in compliance with established policies and procedures.
- Post all tickets/checks sent to night audit.
- Reconcile all settlements and revenue information.
- Handle front desk operations and switchboard.
- Resolve problems arising from guest complaints, reservation and room assignment activities.
- Provide feedback to the day shift.
- Reconcile daily receipts from all profit centers, including but not limited to: hotel operations, golf operations, sports center facilities.
- Greet guests warmly and provide guests with appropriate room assignments, room keys, directions to the rooms, while up-selling when appropriate.
- Verify payment for stay including incidental costs by obtaining credit information.
- Assist guests with issues and complaints, with empathy and a focus on guest satisfaction. Use supervisor support when necessary.
- Answer incoming calls within 3 rings with appropriate greeting.
- Provide feedback to day shift on all current and pertinent information.
- Communicate current knowledge of local area, attractions and events to guests and team.
- Facilitate guest departures providing accurate statements and ensuring guest satisfaction and collecting all payments due.
- Other duties as assigned.

Job Qualifications
Education:
- High school diploma or equivalent

Experience:
- Previous guest service and cashier experience required.
- Excellent written and oral communication skills required.
- Positive interpersonal skills required.
- Must be fluent in verbal and written English.
- Proficiency in Microsoft Word, Outlook and Excel.
- Some accounting experience required.

FLSA Information

Management Activities

- None

Discretion / Independent Judgment

This position does represent the company in handling complaints, arbitrating disputes or resolving grievances. A Night Auditor will be expected to work with guests and visitors to ensure satisfaction. A Night Auditor will have to take initiative and get creative in resolving guest challenges and involve a supervisor only when previous methods have been unsuccessful.

ADA Information

Physical Requirements

- Ability to speak and hear
- Close and distance vision
- Identify and distinguish colors
- Frequent standing with some walking and sitting
- Will stand for long periods of time
- Frequently lifts/carries up to 5 lbs
- Occasionally lifts/carries up to 25 lbs
- Continual use of manual dexterity and gross motor skills with frequent use of bi-manual dexterity and fine motor skills
- Able to reach hands and arms in any direction and kneel and stoop repeatedly

Working Conditions

- Generally in an indoor office setting
- Will be using a computer frequently
- Varying schedule to include evenings, holidays and extended hours as business dictates