



Lakeland Inn Hotel & El Lobo Motel

Job Title:	Night Auditor	Job Category:	Permanent
Department:	Guest Services	Account Code:	
Wage/Salary:	\$17.00-\$19.25/hour	Position Type	Full time/Part Time
Reports to:	General Manager	Probation Expires:	3 months

Job Description

ROLE AND RESPONSIBILITIES

- Greeting and checking in guests and handling their requests, resolving complaints
- Checking out guests, processing payment, issuing receipts
- Handling emergencies following procedures, including guest evacuations and safety protocols, liaison with night security, fire, police and ambulance personnel
- Managing telephone, on-line and walk-in reservations, confirmations and cancellations
- Handling end of day bookkeeping, auditing and account reconciliation
- Reconciling room, food and beverage venue sales with tendered revenue received and receivable (on account, cash, debit and credit cards), accurately post room charges
- Ensure cashier and house floats are correct and secured
- Identify and flag any cash overage/under situations for Department Head/GM follow up
- Post accounts receivable correctly
- Reconcile VLT revenue, payouts and float and ATM withdrawals and float
- Preparing bank cash orders for bookkeeper/general manager and department operational reports
- Reconciling daily room occupancy and preparing room check-in/check-out list for Housekeeping
- Serve as a guest services ambassador providing friendly, timely and correct information on the facilities and services offered, knowledge of the community and region's things to see and do
- Ensure guest and corporate information confidentiality

EDUCATIONAL REQUIREMENTS

- Hospitality accounting and facilities management/audit software systems courses
- Grade 12 or equivalent
- Some completed post-secondary training in customer service, hospitality management and bookkeeping/accounting

SKILLS & EXPERIENCE

- 1 or more years in a similar position preferred 2 or 3 years
- Multi-line switchboard operation, active listening
- Computer literacy using Microsoft Office Business Suite software including; Word, Excel, Outlook,
- Excellent problem solving and math skills with attention to detail and accuracy
- Experience with electronic reservation systems (OnRes preferred) and POS (Squirrel preferred)
- Exemplary customer service and interpersonal communication skills
- Team oriented, self-motivated, ability to work independently, honest and reliable

WORKING CONDITIONS

- Ability to work alone and multi-task
- Standing for periods of time
- Meet information and reporting deadlines consistently
- Work overnight (late p.m. to a.m.), some weekends and holidays
- Practice and enforce on-site COVID protocols

Interviewed By:		Date:	
Approved By:		Date:	