POSTING: Night Auditor

EFFECTIVE DATES/LOCATION:
Effective Start Date: Immediately
Location: Penticton, BC

REPORTING TO: Front Office Manager

JOB DESCRIPTION:
Join our team and enjoy the many benefits of working for Canada’s fastest-growing, privately-owned hospitality company, including a competitive employee compensation package, diverse employee schedules, and internal corporate career advancement. If you are looking for a future career in hospitality, then the Sandman Hotel Group is for you.

The Hotel Night Auditor will be responsible for conducting a nightly audit, balancing and consolidating departmental ledger accounts, preparation of various hotel operating reports. They are required to work through the night shift on the front desk.

JOB REQUIREMENTS:

- High School Diploma, G.E.D. or equivalent
- Completion of a two-year apprenticeship program, or a college program in front desk operations or hotel management preferred
- Experience in all aspects of customer service and people management
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Strong working knowledge of accounting practices and principles
- Ability to analyze and interpret the needs of clients and offer the appropriate options, solutions, and resolutions required
- Exceptional conflict resolution, negotiation, and objection handling skills
- Able to respond quickly in a dynamic and changing environment
- Able to build and maintain lasting relationships with corporate departments, key business partners, and customers
- Knowledge of cost analysis, fiscal management, and budgeting techniques
- Able to effectively communicate both verbally and in writing

DUTIES:

- Maintain an inventory of vacancies, reservations and room assignments
- Register arriving guests and assign rooms
• Answer enquiries regarding hotel services and registration by letter, by telephone and in person, provide information about services available in the community and respond to guests' complaints
• Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems
• Present statements of charges to departing guests and receive payment.
• Hotel security
• Post all daily room and outstanding charges.
• Take over from the evening cashier, checking and accepting float and takings.
• Accept revenue and floats from restaurant cashiers, ensuring that these are securely locked away.
• Accept and lock away keys from various departments.
• Prepare Credit Card/Charge Card summaries and post to DAB’s account.
• Maintain a high standard of personal hygiene and appearance.

**APPLICABLE SKILLS:**

• Excellent customer relations.
• Must have time-management skills.
• Adaptable to change and be able to handle multiple priorities under pressure.
• Eager and focused to exceed guest expectations.

**Entry Level Position:** Yes  
**Supervisory Level Position:** No

**Compensation:**
- Salary Range: TBD
- Bonus Plan: ___Yes ___No
- Accommodation: ___Yes ___No
- Other: ___√___ Extended Medical  ___√___ Dental  ___√___ Health Care (STANDARD HOTEL PACKAGE)

*For Full Time Employment Only*

**SUMMATION:**
Submission of resume does not guarantee an interview or an actual transfer. Qualified applicants are encouraged to apply, provided they meet the minimal requirements of the applicable skills required.

*You must be legally entitled to work in Canada to apply as the employer does not have a Labour Market Impact Assessment (LMIA) that would support a foreign worker.*