

## JOB DESCRIPTION

### NIGHT AUDITOR

#### RESPONSIBILITIES:

- Greet and welcome guests upon arrival. Register guests into the computer, verifying reservation, address, and credit information. Promote the Starwood Preferred Guest Program and provide recognition and benefits to all present members.
- Reconcile and complete all daily front office work.
- Run night audit procedures in front office system in lieu of the night auditor.
- Accept payment for guests' accounts both at the time of registration and checkout. Maintain an accurate report of receipts and deposits.
- Post miscellaneous charges as required.
- Answering telephones in a timely and professional manner.
- Accepting and creating reservations utilizing the standards set by the reservation department.
- Attendance at all scheduled training sessions and meeting is required.
- Participate in emergency procedures.
- Assist in other tasks as assigned by Managers/Supervisors
- Will be the Manager on duty on some shifts

#### QUALIFICATIONS:

- Must have minimum one year front desk experience
- Must be able to speak, read, write and understand English. Requires good communication skills both written and verbal.
- Must be able to read and write to facilitate the communication process.
- Must possess basic computer skills and knowledge.
- General knowledge of the city and its attractions.
- Must be able to stand and exert well-paced ability for up to 4 hours in length.
- Must be able to exert well-paced ability to reach other departments of the hotel on a timely basis.
- Must be able to lift up to 15 lbs. occasionally.
- Ability to spend extended lengths of time viewing a computer screen.
- Must be able to type 30 wpm.
- Previous Front Office experience required.

**APPLY:** Email a current resume and a cover letter to Human Resources at [resumes@wallcentre.com](mailto:resumes@wallcentre.com).