



POSITION DESCRIPTION

NOW HIRING

POSITION: Part time Night Auditor

REPORTS TO: Front Desk Manager

SUMMARY OF FUNCTION:

The Night Auditor is responsible for verifying and balancing all charges for all departments to appropriate customer and guests' folios and accounts on a daily basis and communicating with customers and guests regarding their folios. The Night Auditor complies with all policies and procedures and directives of the hotel management.

PRIMARY DUTIES AND RESPONSIBILITIES

Competency 1: Verifying and balancing all customer charges.

Demonstrated and evidenced by:

- Communicating effectively with customers, guests, employees, and management.
- Providing value-added service to customers and guests by doing whatever is reasonable and possible to meet and exceed their expectations.
- Demonstrating teamwork.
- Handling difficult situations effectively.
- Verifying and balancing daily charges for all departments to customer and guest folios, master accounts and house accounts; making corrections as necessary.
- Running computer through nightly audit sequence to reset for next day's use in balancing of applicable functions.
- Recording and balancing all food and beverage income.
- Organizing and dating the work for processing.
- Performing other duties as assigned by the Manager.

Outcomes:

1. Customer and guests expectations are achieved and exceeded.

Competency 2: Promotes and ensures a safe workplace environment.

Demonstrated and Evidenced By:

- Maintenance of knowledge and compliance with the provisions of the Occupational Health and Safety Act and regulations and all workplace health and safety policies, programs, and practices.

- Reporting immediately any contravention of the Occupational Health and Safety Act or any workplace hazard, the absence or defect of any protective device of which the employee is aware which may endanger self or others, including employees, guests, to the immediate supervisor, and/or the General Manager, as appropriate.

Outcome:

1. Workplace injuries are prevented and minimized.

Competency 3: Engages in effective communications and treats everyone with respect.

Demonstrated and Evidenced By:

- Communicating in a respectful manner to all guests, customers, and employees.
- Respecting and valuing the work of others.
- Understanding and demonstrating the value of teams and working collaboratively with others.

Outcomes:

1. High quality services that meet the needs of guests and customers are provided.
2. All guests, customers and employees are treated with dignity and respect.
3. Effective working relationships are established and maintained.
4. The Hotel's profile and reputation of excellence continually improves.

QUALIFICATIONS:

Education:

- Grade 12 graduate is the minimum education requirement for this position.

Experience:

- There is no minimum experience requirement for this position, however, previous in bookkeeping or accounting, and hospitality experience is preferred.
- Must have knowledge and the ability to work with Microsoft Word, Excel, and Google workspace.

Skills and Other Requirements:

- Strong knowledge of Sault Ste. Marie and surrounding area.
- Strong customer service skills.
- The ability to work in a busy environment without supervision.
- The ability to prioritize with strong data entry, analytical and communication skills.
- Flexible and energetic with the ability to work under pressure.

Those interested in applying are invited to forward a resume in confidence to the attention of:

**Emily Matthews
Front Desk Manager
Quattro Hotel & Conference Centre
229 Great Northern Rd
Sault Ste. Marie, ON P6B 4Z2
Emily.matthews@quattrossm.com**