

JOB DESCRIPTION

TITLE: Night Auditor

DEPARTMENT:

REPORTS TO: Operations Manager

APPROVED BY:

DATE: April 1999

PURPOSE OF POSITION:

PRIMARY RESPONSIBILITIES: List essential functions first.

% of Time (where appropriate)	RESPONSIBILITIES AND DUTIES	E/NE	Reason Code
	Ensure physical security of first floor rooms at the beginning of each night shift.	E	1
	Balance cash drawer by running tape and transferring totals to shift report.	E	1
	Ensure physical security of upstairs corridors by walking rounds regularly throughout the night.	E	1
	Customer Service support via phone and face to face with guests to provide assistance with check in/out, problem solving and hotel information.	E	1
	Prepare POS and RDP reports via automated system.	E	1
	Distribute morning newspapers on tables in the sunroom and remainder at the hall fireplace.	N/E	5
	Prepare Continental Breakfast during low occupancy (10 rooms or less).	N/E	5
	Assist other departments with special projects as needed.	N/E	5
	Run nightly reports and all duties of Night Audit balancing.		
	Perform other duties as required.		

* E = Essential; NE = Non-Essential

** 1 = Performance of this function is the reason the position exists.

2 = The number of employees available to perform this function is limited.

3 = This function is highly specialized. Employees are hired for skill/ability/expertise to perform this.

4 = Failure to perform this function may have serious consequences.

5 = This function was performed by past employees, and is performed by current employees.

JOB SPECIFICATIONS:

[Insert organization chart identifying the job's location]

- **EDUCATION:** High school diploma or equivalent.
- **EXPERIENCE:** Previous experience as a Night Auditor or Desk Clerk at a hotel preferred.
- **SKILLS:** Excellent customer service skills in conjunction with solid communication skills. Basic bookkeeping skills or ability required. The ability to execute sound judgement during emergency situations. Must be able to speak and write English fluently. Ability to accurately enter data into automated system. Must be able to deal with last minute changes and deal effectively with all levels of customers and guests. Must be a team player and have the ability to work cooperatively with others. Must be able to work independently, following assigned schedule and meeting deadlines. Must have the ability to remain calm while assisting with diverse guest relation issues.
- **WORKING CONDITIONS:** Must be able to lift 30 lbs. Must be able to walk quickly to respond to urgent or immediate requests. Must be able to walk quickly and negotiate stairs if necessary. Regular bending, stooping, reaching and lifting. Prolonged standing and walking.
- **ACCOUNTABILITY:** Accountable for completion of tasks according to established policies and procedures for timeliness, appearance, sanitation, and safety.

The above statements are intended to describe the general nature and levels of work being performed. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills of personnel so classified.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

Employee: _____ Date: _____

Supervisor: _____ Date: _____