



## PREDATOR RIDGE

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### **Night Audit** **Job Description**

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#### **Purpose**

Reporting to the Accommodations Front Office Manager, this position is responsible for the overnight operations including, reconciling accounts, communicating with security and responding to guests' needs.

#### **Responsibilities and Accountability**

- Performs night audit duties including maintenance of float.
- Reconciles all daily accounts for resort outlets.
- Accurately updates information for daily and monthly financial reports.
- Provides efficient service to arriving and departing guests.
- Provides guests' with resort information to ensure an enjoyable stay.
- Ensures cash and credit card payments are properly handled.
- Accurately posts transactions and bills.
- Promptly responds to all guest inquiries, concerns and complaints as needed, and clearly communicates the resolution when required.
- Schedules guest wake-up calls and reservations.
- Answers phones, emails and in person requests to book reservations, tee-times, etc., along with any special requirements.
- Assists with the safety and comfort of all guests throughout the night.
- Takes initiative for necessary tasks to support day-time operation.
- Proactively updates the Accommodations Manager with concerns and unusual occurrences.
- Ensures the office and lobby areas are kept clean and tidy.
- Complies with all standard operating procedures and policies of Predator Ridge Resort.
- Performs other related duties assigned by the management team.

#### **Qualifications**

- Must be customer focused, with guest services experience, preferably in the hotel industry.
- Experience in Night Audit with an accounting background is an asset.
- Able to work on own, manage time and pay attention to detail.
- Excellent interpersonal, communication, computer & multi-tasking skills.
- A valid class 5 driver's license and documented driver's abstract/record.
- Able to lift up to 40lbs.

#### **Work Schedule**

- Overnight (11pm to 7am), Seasonal (April to October)

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This job description has been designed to indicate the general nature, essential duties and responsibilities of work performed by this position. It is not a comprehensive inventory of all duties, responsibilities, and qualifications.