

**Job Title:** Night Auditor **Department:** 2121  
**FLSA:** Non-exempt **Status:** Full-time  
**Reports To:** Front Desk Supervisor **Pay Grade:** 7  
**Benefits:** Eligible upon 90 days – PTO/Holidays/Health/Vision/Dental/Life  
**Retirement:** Eligible for enrollment on the first day of hire.

**SUMMARY:**

Checks front office accounting records for accuracy and, on a daily basis, summarizes and compiles information for the hotel's financial records. Tracks room revenues, occupancy percentages, and other front office operating statistics. Prepares a summary of cash, check, and credit card activities, reflecting the hotel's financial performance for the day. Posts room charges and room taxes to guest accounts including guest transactions not posted during the day by the front office cashier. Processes guest charge vouchers and credit card vouchers. Verifies all account postings and balances made during the day by front desk cashiers and agents. Monitors the current status of coupon, discount, and other promotional programs. Is able to function as a front desk agent especially in terms of check-in and check-out procedures.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Customer Service position that deals with guests, other public entities and all employees of S & K Gaming, LLC
- Post room charges and taxes to guest accounts
- Processes guest charge vouchers and credit card vouchers
- Post guest charge purchase transactions not posted by the front office cashier
- Transfers charges and deposits to master accounts
- Verifies all account postings and balances
- Create nightly revenue management report
- Monitors the current status of coupon, discount, and other promotional programs
- Tracks room revenues, occupancy percentages, and other front office statistics
- Prepares a summary of cash, check, and credit card activities
- Summarizes results of operations for management
- Understands principles of auditing, balancing, and closing out accounts
- Knows how to operate posting machines, key machine, other front office equipment, computers and computer hardware
- Understands and knows how to perform check-in and check-out procedures
- Understands hotel policy on guaranteed reservations and no-show charges
- Uses proper telephone etiquette
- Uses proper message handling procedures for guests and hotel
- Reports any unusual occurrences or requests to the Front Desk Supervisor, Hotel Manager or Security
- Promotes good will by being courteous, friendly and helpful to guest, managers and coworkers
- Will deliver the highest level of responsive, courteous and effective customer service
- Always wears appropriate uniform as prescribed by company policy and maintain personal cleanliness
- Maintain a teamwork effort
- Periodic cleaning projects
- Other duties as assigned

**SUPERVISION EXERCISED:**

- None

**EDUCATION and/or EXPERIENCE:**

- High School diploma or GED required
- Computer experience required
- Previous bookkeeping experience preferred

**REQUIRED KNOWLEDGE, SKILLS & ABILITIES:**

- Problem solving and decision making
- Skill in observing situations and decision making
- Skill in dealing courteously with the public
- Must possess excellent customer service, excellent communication skills, and great telephone etiquette.
- Knows all safety and emergency procedures and is aware of accident prevention policies
- Understands that business demands sometimes it is necessary to schedule employees from their accustomed shift to other shifts

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

- This position requires minimal physical activity
- Able to stand extensive periods while working the front desk
- Bending, stretching, and kneeling for long periods of time
- Ability to flexible hours/shifts including evenings, graveyard, weekends and holidays required

**CERTIFICATES, LICENSES & REGULATIONS:**

- Required to watch Customer Service video annually
- Required to watch Sexual Harassment video annually
- Cash handling training required
- PMS (Patron Management system) training required
- Visual 1 training required
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing
- It is always the responsibility of the employee to have all document current and valid

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements. By signing this document, I certify that I meet all the physical requirements for this job without limitation.

\_\_\_\_\_  
Employee Print & Sign

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Representative

\_\_\_\_\_  
Date