



# Inn at Laurel Point

**Job Title:** Night Auditor

**Job Type:** Full-time, Permanent

**Wage:** \$20.70/hr plus Comprehensive benefits package, including BC Medical, extended health, critical illness insurance and RRSP employer-sponsored contribution plan

**Summary of Position:**

The Night Auditor is a key individual during the night, performing the duties that would be handled by the Front Desk Agents, Bellperson, and Room Service during the day, as well as specific auditing duties.

**Job Requirements:**

- Must be available to work overnight shifts: 10:30pm - 7am, varying days of the week
- Must be fully available to work weekdays, weekends and statutory holidays
- Class 5 BC driver's license required with the ability to drive both standard and automatic vehicles
- Upon hire, must provide driver's abstract to determine driver's record
- Valid Food Safe Certificate and Serving It Right certification required
- Must be able to lift up to 50lbs

**Responsibilities:**

Reporting to the Guest Services Manager (Overnight), responsibilities and essential job functions include but are not limited to the following:

- Demonstrate a commitment to provide warm, anticipative service to exceed the needs and expectations of our discerning guests through attention to detail and recognition
- Consistently provide exceptional guest service to our guests
- Gather and maintain knowledge of new and existing services available to hotel guests
- Ensure that Inn at Laurel Point service standards are adhered to in an effort to consistently offer the best service possible
- Energize Inn at Laurel Point's brand by promoting guest loyalty and local recognition
- Answer & appropriately qualify all incoming calls on multi-line telephone system
- Efficiently & accurately process check ins and check outs
- Efficiently & accurately perform all auditing duties including posting room & tax charges
- Prepare Statistical and Daily reports
- Work closely with the Accounting Department

- Assist with necessary day to day operations of the Front Office
- Valet parking and other Bellperson duties when required
- Assist with opening and preparing the 'Live Inn Room' for guest use

**Qualifications:**

- Previous experience in a similar or related position an asset
- Passion for guest service
- Exceptional communication skills, both written and oral
- Must be able to multitask & consistently deliver top quality service in a fast paced work environment
- Highly organized, results-oriented with the ability to be flexible and work well under pressure
- Knowledge of Word, Excel and other computer related programs an asset
- Previous experience with Opera Property Management System an asset
- Previous multi-line telephone and reservations experience an asset
- Proven self-motivation, ability to work well with minimum supervision
- Must be enthusiastic and team oriented
- Must be able to embrace the 4 core values of the Inn at Laurel Point: Excellence, Respect, Curiosity and Stewardship

**Closing Date :** Please submit your application as soon as possible as applications are reviewed daily.

**Apply Now!** Please email your cover letter and resume to Ann Reeves, Human Resources Manager at [careers@laurelpoint.com](mailto:careers@laurelpoint.com). For more information, contact Ann directly at 250-414-6726.

**Summary of Company:**

Inn at Laurel Point is an elegant, Pacific Rim-inspired waterfront hotel located downtown on Victoria's Inner Harbour. It was the first carbon-neutral hotel in BC and, Condé Nast Traveler has rated the Inn as one of the top 25 hotels in Canada. For more information visit [www.laurelpoint.com](http://www.laurelpoint.com).

**What's in it for you?**

- Competitive Wages
- Comprehensive benefits package, including BC Medical, extended health, critical illness insurance and RRSP employer-sponsored contribution plan
- A fun & friendly workplace culture that embraces diversity
- Cross-training opportunities to grow your skills
- Best staff meal in town and by the way, it's free!
- Complimentary parking on non-restricted days during the off-season
- Colleague of the month recognition program
- Summertime volleyball on Sticky Wicket rooftop, BBQs on our stunning Terrace patio, free themed year-end Gala to thank you
- AURA waterfront restaurant + patio staff discount - 50%
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$300
- Industry discounts

- Workshops
- Skill and advancement training programs
- Shower and locker facilities

**We won't give you a job. We'll give you a lifestyle.**

- **Do you strive for excellence?** It's one of our benchmarks - in relationship, fair business practice and in the standards we uphold.
- **Do you uphold respect?** Respect for guests and colleagues is paramount. It's our foundation for learning and growing.
- **Are you curious?** Seeking to understand and challenge conventional thinking allows us all to find new ways to succeed.
- **Are you responsible?** As stewards and caretakers, we aim to leave a legacy of independence, innovation and responsibility in all we do.

We're looking for people who want a career that defines who they are. Because this is not just a job. It's an expression of your values and ours. We're more chameleons than corporate. More approachable than distant. Yet we're always professional and 100% committed.

We also value innovation. We want people who prefer to count on their inner resources and flexibility over rigid policies and procedures. And in return, we'll treat you as we do our guests: with sincerity, an open mind and respect.

This is a company for real people. Interesting people. People in search of a place to stay and make a difference.

If that's you, let us know.

Thank you for considering inn at Laurel Point as your employer of choice!