

JOB POSTING

Job Title: Night Auditor

Job Status: Permanent - Full Time

Start Wage: \$24.24 per hour to \$24.74 per hour (at 1yr.) plus a comprehensive extended health benefits package

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.

Responsibilities:

- Provide constant welcoming and enthusiastic service to our guests and clients
- Anticipate needs and expectations of our discerning guests through pro-active attention to detail and recognition
- Recognize, gather and document 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
- Reinforce the 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
- Perform security walks of main floor during events, offering assistance to guests and staff. \
- Perform security walks on the floors for noise, unsightly items left outside guest room doors, (Linens, IRD Trays)
- Pick up and hand over IRD breakfast cards to AM Staff

Qualifications:

- Previous experience in a similar or related position an asset
- Passion for guest service
- Exceptional communication skills, both written and oral
- Valid BC Driver's license required
- Ability to drive standard transmission vehicles an asset

- Upon hire, must provide driver's abstract to determine driver's record
- Must be able to lift up to 50lbs
- Valid Food Safe Certificate and Serving It Right certification required
- Must be able to work overnight shifts: 10:30pm – 7am, varying days of the week
- 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 Fidelio 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

Reports To: Guest Services Manager (Overnight)

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

Apply Now! Please email your resume to careers@laurelpoint.com. For more information, please visit our Careers page at www.laurelpoint.com/careers

What's in it for you?

- Competitive Wages
- 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
- Comprehensive benefits package
- 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%
- Need a staycation? We've got you covered, after your 1-year work anniversary, enjoy a complimentary one night stay including breakfast for 2
- Friends & Family hotel discount (*so you can show off your amazing workplace*)
- Candidate referral bonus - \$500
- Industry discounts
- Workshops
- Cross-training opportunities
- Skill and advancement training programs
- Shower and locker facilities



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