



Position	Division	Department	Payroll Status	Start Date	End Date
NIGHT AUDITOR	GUEST SERVICES	ADMINISTRATION	Part Time	now hiring	REGULAR

**JOB SUMMARY:** We are seeking a Night Auditor to record, process, and analyze the day's closing figures. Complete all required reports and ensure that the day's credit transactions are all in balance. Attend to guests' needs, including, but not limited to, registration, checkout, cashiering, and making guest wake up calls.

**ESSENTIAL JOB FUNCTIONS:**

- Greet and welcome guests upon arrival. Register guests into the computer, verifying reservation, address, and credit information.
- Ensure all security protocols are followed as well as departmental and company procedures.
- Promote the Loyalty Program and provide recognition and benefits to all present members.
- Answer all calls within three rings and correctly transfer all calls to appropriate departments.
- Be accountable for all daily activities.
- Recognition of repeat guests and familiarization of corporate accounts.
- Correctly handling cash transactions and balancing a cash drawer to the given amount.
- Assisting in the Marketplace for sale of merchandise, food and beverage and Starbucks coffee drinks.
- Informing and selling attraction tickets and referring guests to activities desk.
- Maintain Link and Lobby cleanliness and organization.
- Correctly processing all check outs by ensuring all billing set up and guest folios paid.
- Accept payment for guests' accounts both at the time of registration and at checkout. Maintain a house bank and make a deposit and accurate report of receipts daily. Cash checks and exchange currency for guests.
- Issue key to and control entrance of safety deposit boxes. Post miscellaneous charges as requested.
- Ensure all wake up calls are made in a timely fashion, properly using guest names.
- Following up with security when wake up calls go unanswered, to insure guest safety/convenience.
- Correctly maintain security of MOD keys
- Maintaining all nightly reports, including MOD reports in the mornings to inform day hotel management of overnight activities/incidents.

**REQUIREMENTS:**

- Must be able to speak, read, write and understand the primary language(s) used in the workplace.
- Must be able to read and write to facilitate the communication process.
- Requires good communication skills, both verbal and written.
- Must possess basic computational ability.
- Must possess basic computer skills.
- General knowledge of the city where resort is located and its attractions.
- Extensive knowledge of the resort, its services and facilities.
- Proficient in Microsoft Word and Excel, as well as 10 key by touch.
- First Aid/AED/CPR certified
- Ability to assist/direct hotel guests and/or emergency personnel in case of an emergency.
- Must be able to work overnight shifts.

**PHYSICAL DEMANDS:**

- Most work tasks are performed indoors. Temperature is moderate and controlled by resort environmental systems.
- Must be able to stand for periods of up to 4 hours in length and a total of eight hours a day.
- Must be able to exert well-paced ability to reach other departments of the resort on a timely basis.
- Must be able to exert well-paced ability in limited space.
- Must be able to lift up to 30 lbs. occasionally.
- Requires grasping, writing, standing, sitting, walking, repetitive motions, bending, climbing, listening and hearing ability and visual acuity.
- Talking and hearing occur continuously in the process of communicating with guests, supervisors and other employees.
- Ability to spend extended lengths of time viewing a computer screen.
- Vision occurs continuously with the most common visual functions being those of near vision and depth perception.
- Requires manual dexterity to use and operate all necessary equipment.
- Must have finger dexterity to be able to operate office equipment such as computers, printers, 10-key adding machine, electric typewriter, multi-line touch tone phone, filing cabinets, FAX machines, photocopiers, dolly and other office equipment as needed.

**EXPERIENCE/EDUCATION**

**Education**

High school or equivalent education required.

**Experience**

One to two years in a public contact position and accounting.

**Licenses or Certificates**

First Aid/CPR/AED certified

**Contact:** Please visit [www.sheratoncarlsbad.com/employment/asp](http://www.sheratoncarlsbad.com/employment/asp) to complete an application for employment and email to [employment@sheratoncarlsbad.com](mailto:employment@sheratoncarlsbad.com).

