

OCCUPATION: NIGHT AUDITOR (EQUIVALENT TO ANZSCO SKILL LEVEL 3)

Reports to: Night Manager or Manager (Hotel or Motel)

6-digit Code: 070499

Position Description: The role of Night Auditor is to audit the current day trading transactions and ensure that they are properly reconciled in accordance with checklist and financial procedures. The role is simultaneously responsible for accommodating the requirements of the hotel or accommodation provider guests during the night period when all other regular staff are off duty. As a Night Auditor is required to manage combined financial and customer service functions, versatility and adaptability combined with the highest standards of efficient and friendly customer service are highly beneficial. Breadth of role may vary depending on size of accommodation provider and night staffing footprint.

Main Duties and Tasks (may include but not limited to):

- attend to guest service issues during the night
- work collaboratively with other night staff and on call staff to ensure premises are constantly maintained in serviceable and presentable manner
- ensure security and safety of all hotel assets and guests during the night in accordance with the premises' fire evacuation, hazard identification, accident recording and emergency policies and procedures
- perform general customer service duties including registration and departure of guests, report generation, room allocation and guest request action
- ensure night housekeeping requirements are addressed promptly and in accordance with service standards
- ensure that night finance auditing is completed successfully
- oversee or undertake all required system back-up processes
- prepare relevant close-off paperwork and reporting for day administration staff.