



POSTED: MARCH 22, 2021

POSTED: UNTIL FILLED

JOB DESCRIPTION

POSITION: Hotel Night Auditor

DEPARTMENT: Hotel

LOCATION: Resort

SUPERVISOR: Hotel Manager

EMPLOYMENT: Full-Time

PAY RATE: Pay Grade 6 (\$10.50 - \$13.37 per/hr. D.O.E.)

JOB DESCRIPTION:

The Night Auditor is responsible for greeting and registering guests, providing outstanding guest service during their stay, and settling the guest's account upon completion of their stay on night shift.

RESPONSIBILITIES:

- Provide excellent guest service to guests, internal and external through active guest engagement and positive attitude.
- Maintain a high level of professional appearance for self and environment.
- Complete required reports of the Night Auditor position.
- Registering guests and reconciling guests account.
- Making and modifying reservations.
- Maintain a friendly and approachable attitude towards guests and fellow employees.
- Due to the dynamic Casino environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- Must have High School diploma or G.E.D.

- Must be computer literate.
- Must be able to work flexible hours.
- Must pass background check and other pre-employment screenings.

PREFERRED QUALIFICATIONS:

- Excellent customer service skills.
- Must have excellent work record.
- Must have strong interpersonal and communication skills.

WORKING CONDITIONS:

- Working conditions sedentary work with prolonged walking and standing.
- Ability to lift 50 pounds at times.
- Subject to internal working conditions, including a smoking environment and alcohol establishment.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our mission is to provide an exceptional and memorable experience to every guest, every time. Each team member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

Date Approved by the Public Enterprise Finance Commission (PEFC): 01/26/2017

Northern Waters Casino Resort

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