

## Job Announcement

<b>Position:</b>	<b>Night Auditor</b>
<b>Department:</b>	Hotel Division
<b>Status:</b>	<b>Part-Time</b>
<b>Number of Positions:</b>	<b>1</b>
<b>Rate:</b>	<b>\$12.50</b>
<b>Reports To:</b>	Hotel Manager

### Job Summary:

The focus of this position is providing outstanding service to our guests. Guest Service Rep will act as the customer's agent during their stay ensuring their needs are consistently met.

### Essential Job Functions:

- After "clocking in", go to the vault and get a bank. Verify amount in drawer with vault bank sheet
- Upon reporting to work the Front Office Book must be read and review with the preceding shift. Daily entries must be initialed by the on-coming shift. Pass on pertinent / important information to next shift.
- Run and review reports at the start of your shift. Reports include: Arrivals, Departures, Current Room Status, and In-House Guests. These reports should also be ran halfway through your shift and retained for backup until they can be re-generated.
- Run a "Journal by Transaction report"
- Review each shift's paperwork. Make sure that the correct amount for each transaction, cross reference those amounts with the journal rpt. Stamp void on comp vouchers
- Perform Night Audit – making sure that all shift paperwork matches audit reports. Run Lodgenet nightly report , put all paperwork in a envelope and put in the box in the vault man trap.
- Receive room reservations from guest either in person, over the phone, fax or email.
- Check guests into their suites upon arrival meeting their special requests whenever possible.
- Respond to guest requests and inquires.
- Take guest messages as needed.
- Perform cashier duties, maintain cash drawer and process credit cards at POS terminal, etc.
- Calculate guests' bills and issue receipts upon payment.
- Handle and direct incoming phone calls on a multi-line phone system.
- Inform guests of the area attractions as needed. Information for area points of interest will be available at the front desk.
- Keep lobby area near and well kept during your shift.
- Perform other job related duties as assigned by management.

### Qualifications:

- High School or GED recommended. Experience may substitute for education.
- Proficient in math and computer skills
- Position is highly guest oriented. Candidates must possess strong service related skills.
- Ability to multi-task in a fast paced environment.
- Prior experience with multi phone lines and computer based applications is a plus.
- Strong communication and decision making skills are essential for this position.
- Must be willing to work weekends and evening shifts. Must have a flexible schedule.
- Must be able to work Graveyard shift.

### Physical, Mental & Environmental Demands:

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Physically mobile with reasonable accommodations to stand for a long periods of time.
- Must be able to maintain a positive and professional attitude at all times.
- Must be able to lift 5lbs to 10 pounds and carry up to 10 pounds.

**SHIFT:** GRAVE

**OPENING DATE:** AUGUST 05, 2020

**CLOSING DATE:** AUGUST 12, 2020

If you are interested in being interviewed, please submit a letter of interest to **Raylene Whittington**, Restaurant Manager

(Tribal need to submit job application /resume to HR)

**Mazatzal Casino reserves the right to make changes to the above job description whenever necessary.**