

# **WISP RESORT HOTEL**

**Position Title: Relief Night Auditor / Front Desk Associate**

**Status: Full-time - Year Round**

**RELIEF NIGHT AUDIT: approximately 40% of work week**

## **Description/Scope:**

Serves as an all-night Guest Service Representative while accurately balancing and auditing the hotel's income and expenses for the current 24-hour period. Also generates reports and documents for the period's accounting records.

- The major responsibility in this position is to accurately balance all daily hotel income and expenses; therefore a significant portion of the work-shift is spent analyzing. The vast majority of time is spent compiling, analyzing or reviewing daily management and accounting reports or using a key board to input data.
- The person in this position assumes a principal role in maintaining Resort and guest safety and security during hours when there is minimal staffing and must be able to resolve guest enquiries and problems efficiently and courteously. Therefore, this person must be alert and able to respond to emergency situations all through the night.
- Mathematical skills, including basic math, basic accounting, percentages and variances are used a large portion of the time.

## **Primary Responsibilities:**

- Balances and audits for accuracy room revenues, and postings.
- Preparation of all reports relevant to daily revenues.
- Balances and audits for accuracy all room and tax charges, cashier's reports, guest folios, and house accounts.  
Completes and transmits daily management and accounting reports and supporting documents.
- Prepares customer tracking reports, market segmentation report, POS postings from Siriusware to ensure the accurate accounting of hotel revenues and expenses.
- Communicates with other Hotel/Resort departments as necessary to resolve accounting discrepancies and to request or provide information.
- Performs all Guest Service Representative functions as required; will assist in booking room reservations; will assist in answering hotel phone calls and notifying guests of messages; will facilitate proper security of department keys.
- Responds quickly to guest requests in a friendly manner. Follows up to ensure guest satisfaction.
- Provides a professional image at all times through appearance and dress.
- Follows company policies and procedures.
- May fulfill Manager on Duty shifts
- All other duties as assigned.

**FRONT DESK ASSOCIATE: approximately 60% of work week**

## **Description/Scope:**

Greet and welcome guests to the establishment and make them feel comfortable in their environment.

**Primary Responsibilities:**

- Greet and welcome guest.
- Assign rooms and keys.
- Maintain room availability
- Collect and distribute messages for guest.
- Prepare bills and collect payment for visit.
- Assist in solving billing discrepancies.
- Answer inquiries regarding hotel and Wisp Resort services.
- Provide suggests of places to visit, eat, and shop.
- Maintain hotel records
- All other duties as assigned.

**Qualifications:**

Education/Experience: High School diploma or equivalent. A minimum of one year hospitality, office administration, or accounting background preferred. Previous clerical, accounting, or hospitality preferred.

**Skills and Qualities:**

Customer service oriented, Strong accounting skills, Interpersonal skills, Analytical and mathematical proficiency.

**Working Conditions:**

Hospitality Office environment, will be required to work shifts including nights, weekends and holidays.

**Compensation and Benefits:**

Competitive wage, free and discounted resort activities, services, and merchandise.  
Hourly rate/Non-exempt

**Organizational Structure:**

Reports to: Front Office Manager: The scope of this position is primary accounting and or A&G, which is an extension of the Accounting Department. This job description is a general representation of the duties and responsibilities commonly found in Hospitality for this type of position.