

Job Title:	NIGHT AUDITOR - 01006	Approved Date: 8-23-04 <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised
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General Position Information:
 This specific job description covers the basic functions, qualifications, requirements, working conditions and skills necessary, but not limited to for successful fulfillment of this position in accordance to the standards of the company.

DOL Overtime Status: <u>Non-Exempt</u>	Pay Type: <u>Hourly</u>	Location: <u>Charter One</u>
Employment: <u>Regular Full-Time</u>	Base Pay \$ _____ to \$ _____ hourly	Department: <u>Front Desk</u>
Workers Comp Code: <u>9052</u>	Level: <u>Staff</u>	Reports to: <u>Front Office Manager</u>
EEOC Class: <u>5 -Clerical</u>	Benefit Class: (1)	Supervises: <u>Overnight hotel staff</u>

Position Summary:
 Acts as the Manager on Duty during the hours of the shift when no other Manager on Duty is present. Performs all aspects of Guest Service Representative when no one else is present. Ensures that all receipts, cash and reservations have been reconciled on the day's business record.

- Job Specifications/Qualifications: (Min. knowledge, skills, and abilities required)**
- **Education/Training (or equivalent):** H.S. Degree / GED College Degree Certification/License
 - High school diploma or GED required.
 - **Experience: (Type of work experience, min. number of years):**
 - Two years previous auditor experience preferred.
 - **Technical or Administrative Knowledge:**
 - Must be able to add, subtract, multiply and divide, and use a calculator.
 - Ability to calculate figures and amounts such as discounts, interest, commissions, and percentages.
 - General knowledge of computers
 - **Special Skills and/or Abilities:**
 - Must be able to anticipate patron needs, read non-verbal dissatisfaction cues and respond accordingly. Must be able to resolve patron complaints with tact. Must be able to react and direct others clearly and decisively in an emergency.
 - Ability to meet US employment eligibility requirements and Charter One eligibility requirements.

Physical Requirements and Working Conditions:
 The physical demands described here are representative of those that must be met by an employee to successfully perform the *essential functions of this job*. Reasonable accommodations that do not cause an undue hardship on the company may be made to enable individuals with disabilities to perform the essential functions, as long as that would not hinder or prevent performance of duties, or be of a safety concern.

Key to denote % of time requirements necessary to perform essential functions of this job.
0% = Zero (O) 1-35% = Little (L) 36-70% = Moderate (M) 71-100% = Great (G)

- **Physical Requirements:** **Light:** Lifting 0-10 lbs. **Moderate:** Lifting 0-25 lbs. **Heavy:** Lifting 25+ lbs.

L -Bending/stooping	L -Standing	L -Lifting	0 -Color / Depth perception
L -Reaching above/below the waist	L -Kneeling	0-Taste/Smell	M -Fine hand & finger movements
L -Pushing/pulling movements	M -Sitting	0 -Typing	0 -Operate motor vehicle
L -Climbing stairs / ladders	M -Walking		0 -Operate various equipment
- **Working Conditions and Schedules:**
 - M - Interacting with co-workers, vendors, and customers.
 - 0 - Exposed at times to fumes or airborne particles, toxic or caustic chemicals, extreme heat, risk of electrical shock, and vibration.
 - 0 - Exposed to various noise levels (L= office, M= showroom /service area, G= jackhammer/metal works/heavy equipment)
 - M - Office machines, phones, fax, computers, postage meter, etc.

- **Necessary traits for this position:** Seeing Hearing Talking* Reading* Writing*
 - Basic comprehension of English language using the traits* marked above for purposes of safety, management direction and job responsibility, and minimal third party interaction.
 - Proficiency of the traits* marked above in the following languages for business letters, memos, customer interaction, presentations, demonstrations, employee direction, audits, etc: English Spanish French Other _____

Job Functions, Unique Duties and Responsibilities:

Essential Functions include but not limited to the following:

- Greets, registers, and assigns rooms to guests.
- Answers telephone in absence of telephone operator
- Transmits and receives telephone messages and sets up guest wake-up calls.
- Answers inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions.
- Keep records of room availability and guests' accounts.
- Computes bill, collects payment, and makes change for guests.
- Makes and confirms reservations.
- Posts charges such as room, food, liquor, or telephone, to guest folio.
- Makes restaurant, transportation, or entertainment reservations for guests.
- Deposits guests' valuables in hotel safe or safe deposit box.
- Checks out guests and inquires about their stay.
- Balances all restaurant/lounge/miscellaneous receipts for the day.
- Balances all credit card receipts.
- Audits work of all cashiers for the day.
- Balances all cash drawers and receipts.
- Ensures correct posting of charges to guest's rooms.
- Posts room & tax charges to guest's rooms.
- Balances City/Guest/Cash/Advance Deposit ledgers.
- Prepares and distributes Daily Revenue Reports.
- Prepares morning reports for housekeeping and F&B outlets.
- Attends meetings and training as requested.
- Adheres to all safety procedures and informs management of any unsafe conditions.
- Other duties as assigned based on company needs.

I have read and understand the above job description. I attest that I can work in these conditions, I am able to perform the job functions, and can fulfill the basic requirements/duties, to include any other reasonable requests that are asked of me. I will immediately notify my Supervisor if I am unable to comply with this job description for any reason.

Signature _____ Date _____