



JOB DESCRIPTION

Job Title: Night Auditor

Department: Hotel

Reports To: Guest Services Manager / Assistant Hotel Manager

About us

South Beach Casino & Resort is a leading company in the gaming and entertainment industry. As a legendary award-winning world-class resort, South Beach Casino & Resort offers a culture of gracious hospitality and comfort, featuring expansive food, beverage, and gaming offerings.

Job Summary

The Night Auditor is responsible for providing superior overall guest satisfaction through various tasks and functions from Front Desk Agent to Night Audit procedures. The Night Auditor is accountable for ensuring and verifying the accuracy of hotel guest accounts and balancing revenue and postings.

Essential Duties and Responsibilities

- Balancing department income and mathematically verifying and recording all revenue produced by the hotel operation
- Completes Night Audit functions and prepares and prints all daily and summary reports
- Ensures guest accounts are updated and accurate at all times
- Has working knowledge of Reservations and PBX/telephone operations, in addition to all room rates, types, special promotions and packages and other relevant Resort information
- Keeps appropriate departments in addition to senior management updated with necessary information
- Handles all front desk guests, café customers, requests, messages and wake up calls
- Must be able to handle all guest concerns and complaints in a professional and timely manner
- Always follows policy and procedures and addresses all issues with management
- Completely familiar with hotel emergency procedures and whom to call in the event of a crisis
- Always encourages and promotes positive guest service by acknowledging guests by name whenever possible and providing prompt service as well
- Other duties as deemed necessary or as directed in support of success within the hotel

Qualifications and Requirements

As a Night Auditor, you need to demonstrate strong interpersonal skills and build positive working relationships while understanding what and how superior guest service is provided at all levels of the organization. A strong understanding of operations and how the front desk and related departments provide and support the overall organization. The ability to be flexible and reliable. Solid in a crisis with stress management skills to deal with challenging situations. As well as organizational skills to meet deadlines, work within an ever-changing, fast-paced environment and provide support to the resort as needed within the community and the industry.



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BENEFITS

- Competitive Salary
- Dental care
- Vision care
- Health care
- Employee assistance program
- Wellness program
- Pension Plan

How To Apply

Please send your Cover Letter & Resume the following:

- Apply online at <https://www.southbeachcasino.ca/careers/>
- Email at: hr@southbeachcasino.ca
- Fax: (204)766-2266
- Mail: PO BOX 777 Scantbury, MB R0E1W0
- In-Person at the Hotel

The incumbent must obtain and maintain approval from the Liquor, Gaming and Cannabis Authority of Manitoba.

We seek diversity in our workplace. Indigenous Persons, Women, Visible Minorities, and Persons with a disability are encouraged to self-declare on their resume or cover letter.

Thank you to all applicants however only those selected for an interview will be contacted.