



Ho-Chunk Nation

Job Description



TITLE: Night Auditor		JOB CODE: NITE	
Business		EEO: 6	PAY GRADE: 9
NON-EXEMPT	NO FLEX	FUNDING SOURCE: NPD	HO-CHUNK PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

"This job description may be utilized by all HCN facilities, although not all duties and responsibilities may apply to each facility"

POSITION OVERVIEW

The Night Auditor will be responsible for reviewing front desk accounting records daily for accuracy, and summarize and organize information for the hotel's financial records including guest billing statements, credit card transactions, and room inventories. Night Auditors will also be answering and directing incoming facility and guest phone calls, making guest reservations, registering and checking out guests, addressing all manners of inquiry and requests for personalized service, all of which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Represent the hotel in a professional manner at all times with positive employee and public relations including great customer service as established by the Ho-Chunk Hospitality Standards.
2. Review front desk accounting records daily for accuracy, summarize and organize information for the hotel's financial records.
3. Track room revenues, occupancy percentages, and front desk operating statistics.
4. Prepare a summary of cash, check, and credit card activities, reflecting the financial daily performance of the hotel.
5. Post room, Food and Beverage, and other charges to guest stay records.
6. Monitor, track, and record the status of guest discounts, marketing comps, and other promotional programs.
7. Verify all account postings, convention center vouchers, and balances made during the day by front desk and convention center representatives.
8. Answer incoming phone calls and direct callers to the appropriate department or guest room according to the Ho-Chunk Hospitality Standards and scripting.
9. Know and understand all facets of the hotel, including room types, rates, services and amenities offered, convention center layouts and features, casino marketing promotions, Food & Beverage outlet information and hours of operation, recreational offerings, onsite entertainment, and other information throughout the area that address common guest inquiries.
10. Professionally make reservations for guests and input all guest information into the property management system accurately and in a timely manner according to the Ho-Chunk Hospitality Standards and scripting.
11. Maintain confidentiality of both work place activities and guest records.
12. Register hotel guests in a timely manner, verify payment methods and guest information in V1 or current PMS for accuracy, and issue keys according to the Ho-Chunk Hospitality Standards and scripting.



13. Coordinate with Housekeeping, Maintenance, Bellhop, Food & Beverage, Marketing and Security to address guest concerns, inquiries, and needs.
14. Coordinate with Housekeeping and Maintenance as necessary to keep room status up to date.
15. Attend required and elective trainings.
16. Know and understand recreational, entertainment, and other options throughout the area that are available to visitors and be able to answer questions about them.
17. Know, understand, and support hotel policies, procedures, scripting for all facets of Front Desk operations, and the Ho-Chunk Hospitality Standards.
18. Professionally respond to all email and voicemail inquires/comments/complaints in a timely manner according to the Ho-Chunk Hospitality Standards and scripting while forwarding on all necessary information to the responsible departments.
19. Be aware of safety and security issues at all times and report unsafe conditions or apparent security issues at once.
20. Other duties as assigned by management.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	Reconcile daily revenue and expenses.
Customer Accountability	Interfaces with officials and executives Interfaces with outside customers Interfaces with inside customers
Freedom to Act	Operates with significant independence Subject to general input from supervisor Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High School diploma or equivalent.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable.
3. Must have valid driver's license, dependable transportation, and proper insurance.

EXPERIENCE:

1. Two (2) years of proven experience in accounting and bookkeeping required.
2. One (1) year of proven hotel front desk experience preferred.
3. One (1) year of cash handling experience preferred, knowing how to process drawer counts, and issue change with 100% accuracy.
4. Two (2) years of quality guest service experience in accordance with standardized or branded guest service standards required.
5. Previous experience with a Hotel Property Management System preferred.



KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability to type at least 40 words per minute.
2. Must have good written and oral communication skills.
3. Must be able to effectively verbally communicate in a noisy environment using proper pronunciation and sentence structure.
4. Advanced familiarity with the Microsoft Windows and Microsoft Office with certification as a Microsoft Office Specialist preferred.
5. Proficient computer skills working in Microsoft Windows and Microsoft Office.
6. Excellent customer service skills.
7. Must have good communication and possess interpersonal skills.
8. Must have the ability to work effectively in stressful situations.
9. Must understand and follow organizational chain of command.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, coaching, and understand all of the applicable procedures so that they can safely do their assigned work.

WORKING CONDITIONS

1. Ability to work varied hours, shifts, including evenings, and weekends if needed.
2. Requires keyboarding, writing, standing, sitting, and walking.