



OAK BAY BEACH HOTEL

The Oak Bay Beach Hotel, recently named **the #8 hotel in Canada** by Condé Nast, is known as both a luxury destination in Victoria and an amazing place to work! In addition to a rewarding career, our team members receive countless perks such as complimentary parking, health benefits, a daily staff meal plan, birthday and Christmas bonuses, staff parties, awards, and more. If you are interested in joining our team then we have a fantastic opportunity for you.

Night Auditor

The Night Auditor is responsible for the full functioning of the hotel on the overnight shift. This will include assisting late arrivals and any guest requests that may arise. The position is also responsible for cash handling and some basic accounting procedures. A successful night auditor will be comfortable operating computers and with guest interactions.

Responsibilities

- Ensures that all guests are made to feel welcome upon arrival and departure.
- Greet guests in a friendly and courteous manner during all interactions.
- Handle all guest interactions with the highest level of hospitality and professionalism.
- Provides a high level of customer service to ensure Guest Satisfaction
- Processes check-ins and check-outs.
- Night Audit duties and support including laundry.
- Ensures that any special billing instructions are noted and passed on to accounting/front desk in a timely and accurate manner.
- Answer and respond to reservation calls, room service and valet and bell services.

Qualifications

- Prior Front Desk experience preferred
- Experience using a Hotel reservation/booking system, an asset
- Demonstrated strong leadership, team, and communication skills are essential.
- Highly detail oriented, exceptional organizational skills and able to handle competing priorities.
- Strong knowledge of MS Office.
- Demonstrates strong organizational and multi-tasking abilities with attention to detail.
- Ability to take ownership of duties and show initiative.