Front Desk Agent/ Night Auditor

We are searching for a Front Desk Agent to work Tuesday, Wednesday, and Thursday evenings and Friday/Saturday overnight shifts. Shifts are schedule to change and must be available for all shifts, including weekends and holidays.

Your day to day as a Night Auditor
The Night Auditor will balance and audit for accuracy room revenue, food and beverage revenue, cashier's reports, and guest and house accounts and telephone revenue; assisting the preparation of all reports relevant to daily revenues. You will transmit credit card batches, complete and transmit daily management and accounting reports and supporting documents. You will act as hotel system liaison during night hours and perform all Guest Service Representative functions as required; you may assist in booking room reservations; answering hotel phone calls and notifying guests of message. You may also assist with other duties as assigned.

Your day to day as a Front Desk Agent
Welcome guests in a friendly, prompt and professional manner recognizing IHG Rewards Club Members and returning guests. Check guests in, issue room keys, provide information on hotel services and room location. Ensure required identification is taken from guests at check-in in line with local legislative requirements. Answer phones in a prompt and courteous manner. Up-sell rooms where possible to maximize hotel revenue. Answer, record and process all guest calls, messages, requests, questions, or concerns. Record guest preferences in the system. Check guests out, including resolving any late or disputed charges, Accurately process all cash and credit card transactions using established procedures. Issue, control, and release guest safe-deposit boxes in line with hotel procedures. Communicate any outstanding guest requests or issues to management that may require additional monitoring or follow-up. Take action to solve guest problems/complaints using appropriate service recovery guidelines. Follow established hotel safety protocols and procedures always. Immediately report any health and safety incident, security breaches, concerns or suspicious behavior to the manager on duty. May routinely book guest reservations for individuals and/or groups that are requested either by phone or from within the hotel; process cancellations, revisions, and information updates on changes. Work as part of a team and communicate with other departments as per hotel procedures to ensure excellent quality and service. Perform other duties as
assigned including guest room tours, concierge services, special guest requests, etc.

**What we need from you**
You need a High School diploma or equivalent, plus one-year front desk/guest service experience is preferred, as well as some college is preferred. You may be required to work nights, weekends, and/or holidays. Frequently standing up behind the desk and front office areas, handling objects, products, and computer equipment. Basic computer skills to operate various property management and reservations systems, etc. Being passionate about people and service. Strong communication skills essential when interacting with guests and employees. Reading and writing abilities are used often when completing paperwork, logging issues/complaints/requests information updates, etc. Basic math skills are used frequently when handling cash or credit. Problem solving, reasoning, motivating and training abilities are often used.

**What we offer**
In return we'll give you a competitive financial and benefits package which may include healthcare support, dental, vision, disability and life insurance support, and a matching 401k plan. Hotel discounts worldwide are available as well as access to a wide variety of discount programs and the chance to work with a great team of people. Most importantly, we'll give you the room to be yourself. So what's your passion? Please get in touch and tell us how you could bring your individual skills to IHG. IHG is an equal opportunity employer.