



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Front Office Clerk (Night Audit)
Department: Wanaaha Hotel
Supervised by: Front Office Manager and General Manager
Pay Grade: NE3 \$19.51 - \$25.36 hourly DOQ
FLSA: Non-Exempt, Regular, Full Time

Position Summary: The Front Desk Night Audit is a review and examination of transactions that run from morning to night. Starting with transaction records from reservations, room rates, and guest folios. The audit process takes place in several stages. Starting from the preparation phase, closing day, guest folio review, payment verification, account balance balancing, report writing, correction, and audit completion. All stages are carried out at night by the reception staff on duty. It is the first point of contact for guests, delivering exceptional service through check-in, check-out, guest assistance, and efficient communication with all departments. It will ensure consistent guest satisfaction and operational excellence across all hours of the shift. Responsible for requests including the delivery of items such as linens, pillows, toiletries.

Indian Preference: The Bishop Paiute Tribe is an Equal Opportunity Employer within the confines of the Native American Preference and the Bishop Paiute Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 and other relevant laws.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all inclusive.

Job Duties:

- Warmly greet and check in arriving guests using the property management system (PMS).
- Respond promptly to in-person and phone requests, ensuring professional service.
- Assist guests with questions, area information, and recommendations for local activities and dining.
- Answer phones and emails; process new reservations, cancellations, and modifications.
- Input and update room status reports; verify room assignment accuracy.
- Deliver guest-requested items to rooms.
- Close communication with the casino security team.
- Report maintenance issues or unusual guest concerns to management.
- Close the shift with accurate cash handling, posting charges, and balancing transactions.
- Assist with emergency guest needs such as relocations, lockouts, or medical calls.

Financial reconciliation:

- The main task of the night auditor is to reconcile or restore finances. In a sense, auditors check and ensure that the cost of rooms, payments, and hotel revenue are balanced. The goal is to maintain financial accuracy and prevent the loss of hotel revenue that would otherwise be recorded and received.

Reviewing the Guest Ledger:

- Make sure billing and room availability are accurate. This is done by reviewing the guest account and verifying all reservations, either check-in or check-out. The purpose of this review is to protect the hotel's revenue and maintain the guests stay experience.

Audit reporting:

- Produce daily financial and operational reports. Reports made by night auditors serve as a source of insight for businesspeople. Thus, they can find out the occupancy conditions, income, account balances, assess daily performance and identify trends.

Payment verification:

- Acts as an agent that ensures that all payments, fees, and changes or corrections are accurately recorded in Property Management System (PMS) or property management system. Verification is aimed at reducing the risk of errors in accounts and maintaining financial integrity.

Preparing the System for the next day:

- In addition to dealing with financial statements, night the audit also plays a role in preparing the hotel system for tomorrow. Starting from adjusting room availability, rotating accounts, and preparing the office for shift next.

Checking all transactions from morning to evening:

- The transaction check includes transactions for the sale of rooms, restaurants, minibars and additional services. The Auditor ensures the data in the system matches the physical proof of transaction and there is no difference between the two.

Answer the phone, Schedule A Wake-Up Call, and make a reservation:

- Guest services handled by night audit is to receive incoming calls from internal guests as well as potential guests and organize wake-up call services on demand and room reservations for new orders.

Verify completion of tasks from other departments

- A crucial task that should not be missed will be to ensure that the other department's tasks for the day have been completed or terminated. Starting from front office, food and beverage, housekeeping, up to the cashier. Auditors also ensure that operational data has been recorded before the system is closed.

Running The System Shutdown Process:

- If it has been ascertained that the duties of other departments are complete, the night auditor becomes the last staff in charge of closing the system and producing daily financial and operational reports. The report contains the material for evaluating the hotel's performance by the management the next day.
- After system shutdown process print the following reports for the general manager:
 - Guests in house
 - Arrivals
 - Departures
 - Cancellations and Modifications.
 - No shows
 - House status (room status, clean vs dirty)

Coordination with the maintenance and housekeeping department:

- If there are problems related to facilities or cleanliness, night audit in charge of contacting the maintenance or housekeeping to deal with the problem. This coordination must be done even if it happens outside of working hours, because it plays an important role in maintaining the comfort of guests.

Education and Experience:

- High school diploma or equivalent required.
- 1+ year of hospitality, customer service, or clerical experience preferred.
- Experience with hotel property management systems (PMS) is a plus.
- 1+ year of experience as night auditor in a hotel resort establishment.

Other Requirements:

- Demonstrated ability to lead a team, resolve guest concerns, and operate under pressure.

- Must have and maintain a valid California Driver's License and be able to be insured by the Tribe's existing automobile insurance policy.
- Must have the ability to work with people from diverse cultures, ethnic, and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity, including but not limited to, appropriate greetings in the Paiute language, ceremonial and cultural event recognition, etc.
- Must comply with the Bishop Paiute Tribe's organizational policies.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- Decision Making – the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully to make a responsible decision.
- Interpersonal Skills - the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- Communication – Ability to communicate clearly both verbally and in writing.
- Customer Oriented – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- Time Management – the individual uses time efficiently and be able to work without supervision.
- Detail Oriented – the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – the individual adapts to changes in the work environment, manages competing demands, and can deal with frequent change, delays, or unexpected events.
- Reliability – the individual is consistently at work and on time, follows instructions, responds to management direction, and solicits feedback to improve performance.
- Organized – the individual keeps a clean and organized workspace and projects.
- Motivated – the individual inspires self and others to get the job done and follow through on tasks.
- Technology Skills – Operates various word-processing, spreadsheets, MIP, and database software programs in a Windows environment.
- Safety Oriented - aware of surroundings to maintain a safe work environment for community members and co-workers.

Physical Demands/Work Environment:

While performing the duties of this job, the employee regularly is required to stand for long periods of time or walk and sit; use hands to finger, handle, or feel; reach with hands or arms; and talk or hear. The employee occasionally is required to climb or balance; stoop, kneel, crouch, or crawl. The employee may occasionally be required to lift and/or carry up to 25 lbs. Work is generally performed in front of the house setting. Work flexible schedules, including weekends, evenings, and holidays. Tight time constraints and multiple demands are common.

Signatures

This job description has been approved by all levels of management:

Manager: _____

HR: _____

The employee's signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____