



## **Night Audit Job Description**

*The NuWray Hotel*

The Night Auditor reports directly to the Hotel Manager and is responsible for overseeing front desk operations during overnight hours while ensuring the accuracy and integrity of daily financial and operational records. This role combines guest service, security awareness, and accounting responsibilities to support smooth hotel operations.

Primary responsibilities include late-night guest check-in and early morning check-out, reconciling daily transactions, verifying billing accuracy, preparing end-of-day reports, and maintaining a safe, quiet, and welcoming environment for guests.

As the overnight representative of the NuWray Hotel, the Night Auditor should maintain a strong knowledge of hotel history, services, room types, and Burnsville area information to assist guests as needed.

This position may also provide limited support to other hotel staff and departments, as required.

Responsibilities include (but are not limited to):

- Performing nightly audit procedures to verify and balance all guest accounts, room charges, and daily transactions.
- Preparing and distributing end-of-day reports, including financial summaries and occupancy reports.
- Handling guest check-ins and check-outs during overnight hours with a professional and friendly demeanor.
- Processing payments, resolving billing discrepancies, and maintaining accurate guest records in the Property Management System (PMS).
- Monitoring the property overnight to ensure guest safety, security, and adherence to hotel policies.
- Responding to guest inquiries, requests, and concerns promptly and effectively.
- Answering phone calls and emails and addressing late-night or early-morning reservations.
- Operating room keycode systems and communicating access information to guests.

- Maintaining a clean, organized, and presentable front desk and lobby area.
- Preparing the front desk for the morning shift, including organizing paperwork and reports.
- Communicating clearly with management and morning staff regarding any issues, incidents, or special circumstances.
- Maintaining awareness of upcoming reservations, VIP guests, and special events.
- Supporting light cleaning, stocking, and general upkeep duties as needed during overnight hours.
- Upholding a calm, professional, and attentive presence throughout the shift while working independently.

#### Qualifications:

- High school diploma or GED required; additional education in hospitality, business, or accounting preferred.
- 1–2 years of customer service experience, preferably in a hotel or hospitality environment; prior night audit or accounting experience is a plus.
- Basic understanding of accounting principles and ability to reconcile financial reports accurately.
- Strong attention to detail and ability to work independently with minimal supervision.
- Excellent interpersonal and communication skills (written and verbal); proficiency in English required.
- Computer proficiency and ability to learn PMS, reporting systems, and auditing software.
- Strong problem-solving skills and ability to handle unexpected situations calmly and professionally.
- Availability to work overnight shifts, including weekends and holidays.
- Demonstrates professionalism, integrity, and adherence to company values.

#### Physical Requirements:

- Ability to stand for extended periods (up to 8 hours).
- Ability to lift up to 35 pounds occasionally.
- Ability to navigate stairs and move throughout the property as needed.
- Must be able to communicate clearly and effectively.