



Job Description

Position title	<i>Night Audit</i>
Reports to	<i>Housing and Hotel Manager</i>
Department	<i>Operations</i>
Date	<i>January 2018</i>

Job purpose

YWCA Banff is a community-based, feminist organization with over 100 years of experience in Banff and the Bow Valley. Governed by a volunteer Board of Directors, our organization shapes a safe, inclusive community that empowers women and girls in support of our vision of a thriving, equitable society. The YWCA is funded through grants, donor support and revenue from our social enterprise program – the YWCA Banff Hotel.

All employees play an instrumental role in realizing our organizational goals through their commitment to our four strategic priorities: programs and services to end gender-based violence; a continuum of sustainable housing solutions; advancing the rights of women and girls; and building a sustainable organization.

The Guest Service agent is typically the guest's first interaction at the YWCA Hotel and we strive to ensure this is consistently a positive one.

Duties and responsibilities

Specific responsibilities include but are not limited to:

- Always greet visitors to the facility in a friendly and professional manner
- Perform accurate check-ins and check out of guests
- Handle basic maintenance issues after hours
- Monitor security cameras
- Answer the telephone in a timely and professional manner
- Make reservations over the phone, in person and on line
- Perform end of day procedures and produce night audit reports
- Responsible for cash float throughout your shift and ensuring it balances correctly at the end of shift
- Listen to guest complaints and resolve in a timely manner
- Promote a safe working environment
- Learn and adhere to all fire and emergency procedures.

- Complete security checks around the facility and work with contracted security company to ensure safety of all guests.
- Completing incident reports and forwarding to management
- Oversee and communicate any afterhours request for YWCA programs
- Offer client/support service referrals where appropriate
- Performs any additional tasks which are assigned my management

Skills and knowledge

Specific skills and knowledge qualifications include but are not limited to:

- A grade 12 education
- A minimum of one years' experience in a related position.
- Familiarity with the not-for-profit sector is an asset.
- Experience with Guest Services and a strong knowledge on the Bow Valley
- Exceptional interpersonal skills to enhance the service standards throughout the operation
- Excellent communication, guest service and time management skills, including maintaining a high degree of confidentiality
- Able to organize , plan ahead and manage workloads
- Ability to work effectively in an innovative, fast paced and multi-tasked environment
- Excellent computer skills with knowledge of hotel reservations systems

Working at YWCA Banff

Relief Night Audit is a full-time, year-round position at 37.5 hours per week, with no direct reports. The working hours for the position will be flexible to accommodate Group and Guest Services requirements.

The YWCA offers a competitive benefits and compensation package and encourages training and personal development for all employees.

As part of our commitment to a healthy workplace and residence, we shall respond to any incidents of harassment or inappropriate behaviour in a timely and professional manner with effective response processes and other resources.

YWCA Banff is an equal opportunity employer. Our organization cultivates a diverse, inclusive environment in line with our commitment to building a thriving, equitable society for everyone.

We encourage all qualified applicants to apply including women, persons with disabilities, members of visible minorities and aboriginal persons, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code.

Approved by:	
Date approved:	
Reviewed:	<i>January 2018</i>