



An Affiliate of the Métis Nation of Alberta

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metiscrossing.org

Night Auditor

Location: Métis Crossing, Smoky Lake, AB

Closing Date: Until Suitable Candidate Found

Position Status: Full Time, Permanent

The Opportunity

Métis Crossing is Alberta's first major Métis destination where we share and celebrate the Métis culture with all people! With its unique design that combines both traditional and contemporary Métis craftsmanship, The Lodge at Métis Crossing is a special blend of comfort, culture, and Métis history. Directly adjacent to the Métis Crossing Cultural Gathering Centre, our 40-room boutique lodge offers scenic views overlooking the majestic North Saskatchewan River, the very route used by our Métis ancestors as they gathered at this very spot. The Lodge offers a Bistro for coffee and express breakfast, as well as a Lounge for cocktails and light snacks.

Reporting to the Accommodations Manager, the Night Auditor is responsible for executing front desk administrative functions, reconcile and complete all daily front desk reports, and balance and close daily transactions. In addition, the Night Auditor will work to ensure a high quality of customer service, respond to guest inquiries and complaints, and manage the hotel's reservations, room assignments, and vacancies.

Key Responsibilities

- ∞ Provide exceptional customer service to all guests.
- ∞ Process check-ins and check outs and provide information about the Lodge and Métis Crossing experiences.
- ∞ Respond to guest inquiries and concerns.
- ∞ Front desk administrative duties including answering phones and scheduling wake up calls.
- ∞ Operate and manage the Smart Hotel Software. Manage the Lodge's reservations, room assignments, and vacancies.
- ∞ Process invoices, room charges, refunds, and manage and resolve billing issues as needed.
- ∞ Data enter transactions, reservations, financial information, etc.
- ∞ Audit, balance, and verify daily revenue documentation, including balancing transactions, record errors, and reconcile receipts.
- ∞ Run accounts receivable reports and provide reports for Front Office, Bistro, Housekeeping, Sales, and Management.
- ∞ Assist with process development for reservations, requests, office procedures, and company correspondence.

- ∞ Adhere to all of the Lodge's standards, including Hygiene and Health and Safety.

Skills & Competencies

- ∞ Excellent communication skills with ability to effectively communicate both verbally and in writing. Fluency in English is required.
- ∞ Exceptional customer service and strong interpersonal skills with the ability to build relationships with coworkers, guests, etc.
- ∞ Ability to handle difficult situations with a calm, professional demeanor.
- ∞ Excellent time management and organization skills.
- ∞ Ability to manage multiple priorities and work in a fast-paced environment.
- ∞ Proven ability to problem solve.
- ∞ Strong attention to detail.
- ∞ Ability to work individually with little supervision, as well as work as part of a team.
- ∞ Strong cultural sensitivity.
- ∞ High level of professionalism and motivation.
- ∞ High level of integrity and work ethic.
- ∞ Must have strong computer skills, and experience with Microsoft Office, Property Management Systems, and Hotel Management Program.
- ∞ Ability to work in a hotel environment with frequent standing and sitting.
- ∞ Knowledge of Alberta history and cultural diversity an asset.
- ∞ Knowledge of Métis culture, history, and issues affecting Métis people an asset.

Qualifications

- ∞ Minimum 2 years related experience working front desk in a hotel/lodge environment.
- ∞ Minimum 1-2 years experience in Front Office/Accounting.
- ∞ High school diploma required.
- ∞ Level C First Aid/CPR would be an asset.
- ∞ Ability to obtain and/or maintain WHMIS certification.

Other Requirements

- ∞ Métis Crossing is located in Smoky Lake; this position will become based on site.
- ∞ Ability and aptitude to work night shift, including over weekends, as scheduled.
- ∞ Must have a Class 5 Driver's license and reliable transportation.
- ∞ Must provide Criminal Record Check and Vulnerable Sector Check.

What we Offer

- ∞ The opportunity to work with an Indigenous organization and contribute to one of Alberta's most exciting tourism destinations in the making.
- ∞ Learnings about Métis history and culture, and a rich Indigenous cultural experience.
- ∞ Personal development opportunities.
- ∞ A comprehensive benefit package and employer contributions to Pension Plan for full time, permanent positions.
- ∞ Three (3) weeks paid vacation.

Please apply online at <http://albertametis.com/>.

Métis Crossing thanks all applicants for their interest. Only applicants selected for an interview will be contacted. No phone calls please.