

Night Audit Front Desk Agent

Season: May – October

Property Overview:

Pine Bungalows is a unique property of 52 individual cabins & 16 hotel rooms, located on the banks of the Athabasca River in Jasper National Park. Pine Bungalows is located just minutes from downtown Jasper.

Summary of Responsibilities:

Reporting to the Director of Rooms, responsibilities and essential job functions include, but are not limited to, the following:

- Balance cash and day end reports
- Hourly property inspections (via golf cart), remind guests of noise policies
- Process telephone calls and manage reservations
- Welcome and register arriving guests
- Process guest departures, calculate charges and receive payment
- Respond to all guest enquiries
- Provide guests with information on hotel facilities, services and local attractions and activities
- Consistently offer professional and friendly service
- Perform light housekeeping and public area cleaning
- Follow departments policies and procedures
- Follow all safety policies
- Work with minimal supervision
- Clerical duties as required

Qualifications:

- Proficiency in English (verbal and written), second language an asset
- Proficient at printing and writing in English
- Previous customer related experience
- Computer literate and general knowledge of Microsoft
- Must possess a professional presentation
- Strong interpersonal and problem-solving abilities
- Highly responsible & reliable
- Previous night audit experience considered an asset
- Previous experience in reservations system software an asset
- Ability to work well under pressure in a fast-paced environment
- Ability to work cohesively with fellow colleagues as part of a team
- Ability to focus attention on guest needs, remaining calm and courteous at all times

Shifts:

- Overnight shifts, 11pm-7am

Staff Accommodation:

- Staff Accommodation is available on-site

Physical Aspects of the Position (include but are not limited to):

- Frequent standing and walking through shift
- Occasional kneeling, pushing, pulling, lifting
- Inspecting property in the dark

Visa Requirements:

- Must be legally eligible to work in Canada. We are unable to assist candidates in obtaining Canadian work authorization

Pine Bungalows is an Equal Opportunity Employer and we value diversity within our workplace