

Hotel Night Auditor

Holiday Inn Express

Job ID
51387

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LOCATION	DATE POSTED	EXPIRY DATE	
318 Wale Rd, Colwood, BC British Columbia	12-09-2026	11-03-2027	
TYPE OF JOB	SALARY	MIN. EXPERIENCE	MIN. EDUCATION
Full Time	CAD \$25.00	Experience an asset	Secondary (high) school graduation certificate

Job Details

Business Name: Holiday Inn Express

Title: Hotel Night Auditor

Number of Available Positions: 1

Terms of Employment: Permanent, Full-Time (30-40 h/w)

Wage: \$25.00 per hour

Benefits: Medical and Dental Insurance

Language of work: English

Work Location: Colwood, BC

Company profile:

Holiday Inn Express & Suites, located in Colwood, British Columbia, is a modern hotel serving the Westshore community of Greater Victoria. With 80 spacious guest rooms, contemporary amenities, and convenient access to local attractions, shopping, and dining, we are committed to providing a clean, comfortable, and welcoming stay for every guest. Our dedicated team takes pride in delivering high-quality service and maintaining strong workplace standards.

Position Overview:

We are seeking a reliable and detail-oriented Hotel Night Auditor to join our hotel team. The Night Auditor plays an important role in overseeing the hotel's overnight operations, supporting a high standard of guest service, and helping ensure the accuracy and continuity of daily hotel operations. As a key overnight team member, this position also contributes to maintaining a safe, secure, and welcoming environment for guests and hotel facilities.

Job Description

Main Duties and Responsibilities:

Maintain accurate and up-to-date records of room availability, reservations, room status, and room assignments throughout the overnight shift.

Welcome arriving guests, complete registration procedures, assign appropriate rooms, and assist with guest departures.

Respond to guest questions regarding hotel services, amenities, reservations, rates, and nearby services or attractions.

Address guest concerns and complaints professionally and take appropriate steps to resolve issues or escalate them when necessary.

Review guest folios and charges at departure, process payments, and follow established cash and credit card procedures.

Review and verify daily front desk and guest account records, including receipts, vouchers, room charges, and transaction summaries using the hotel's computerized systems.

Complete the nightly reconciliation of hotel revenues and payment settlements, including balancing cash, credit card, and room-charge transactions against daily revenue records.

Post outstanding charges, investigate discrepancies, correct identified errors where appropriate, and report unresolved variances to management.

Prepare required night audit documentation, revenue summaries, and hotel operating reports for management review.

Handle reservation requests, provide room availability and rate information, complete bookings, and support room sales and upselling opportunities when appropriate.

Answer incoming telephone calls and provide accurate, courteous, and professional assistance in accordance with front office service standards.

Coordinate with other hotel departments regarding guest requests, room status, maintenance concerns, and operational matters arising during the overnight shift.

Monitor the hotel during overnight hours and follow established safety, emergency, and security procedures to help protect guests, employees, and hotel property.

Respond appropriately to after-hours incidents or security concerns and notify management or the appropriate authorities when required.

Maintain an organized, professional, and welcoming front desk environment while supporting consistent guest service throughout the overnight shift.

Position Requirements:

Completion of secondary school.

Post-secondary education in accounting, bookkeeping, front desk operations, hotel management, or a related field is preferred.

Previous experience in accounting, night audit, or hotel front desk operations is an asset.

Experience using Opera Property Management System (PMS) or similar hotel management software is an asset.

Strong computer skills, including proficiency with Microsoft Office applications.

Ability to work accurately with guest accounts, payments, financial records, and daily reconciliation information.

Strong communication and customer service skills for assisting guests in person and by telephone.

Ability to work independently and exercise sound judgment during overnight shifts.

First Aid and CPR certification are assets.

Availability to work overnight shifts, including weekends and holidays, as required.

Personal Suitability:

Excellent customer service skills.

Dependable and comfortable working independently during overnight hours.

Takes initiative and demonstrates ownership of assigned responsibilities.

Strong attention to detail and problem-solving abilities.

Organized and able to manage multiple priorities effectively.

Good judgment and the ability to recognize and respond to guest needs.

Able to remain professional and composed in stressful situations.

Positive and service-oriented attitude.

Strong teamwork and interpersonal skills.

Reliable, responsible, and able to meet deadlines.

Contact information/how to apply:

Email resume to: Holidayinnexpressjobs@outlook.com

As an equal opportunity employer, we encourage applications from all qualified individuals and specifically applicants from traditionally underrepresented groups – including Indigenous persons, vulnerable youth, newcomers, and persons with disabilities – who may contribute to the continued diversification of our organization.

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