



## Relief Night Auditor / Front Desk Agent - The Juniper Hotel & Bistro

### Overview of the Role

The Juniper Hotel and Bistro is a boutique 52-room property that accommodates visitors and groups from all over the world. Located in a remote woodland setting next to an ancient archaeological site and a wildlife movement route, our hotel offers spectacular views across the Bow Valley. The Night Auditor is a key member of the Guest Services team responsible for the overnight operations of the Hotel, verifying the accuracy of guest accounts, balancing charges and revenues from hotel and restaurant, as well as assisting with all aspects of guest services.

### What you'll do:

- Perform check-ins and check-outs of guests
- Responsible for the cash float throughout your shift and ensuring all floats balance correctly at the end of shift
- Respond to guests' complaints
- Manage nightly hotel operations
- Balance revenue and follow up on any discrepancies
- Daily accounting data entry and reconciliations
- Perform end-of day procedures
- Compile and run statistical reports for all departments and the accounting department

### What you have:

- Experience in Guest Services with a strong knowledge of Banff and surrounding areas
- Experience in Night Audit with an accounting background is an asset
- Exceptional interpersonal skills to enhance the service standards throughout the operation
- Written, spoken and reading proficiency in the English language
- Excellent computer skills, specifically Microsoft Office

### Work Schedule:

- Night Audit Overnight shifts (11pm - 7am)
- Front Desk Agent (day Shift 7am-3pm or 3pm-11pm)

### What's in it for you:

- Competitive wage
- Staff Accommodation (subject to availability)
- Restaurant and hotel discounts

### How to Apply:

If this role resonates with you and you have the skills to contribute to our company's triple bottom line we'd love to hear from you. To apply, please email your cover letter and resume to [guestservices@thejuniper.com](mailto:guestservices@thejuniper.com).