

Night Auditor

Join our team at Brentwood Bay Resort.

About us.

Brentwood Bay Resort is a luxury boutique property that is unlike any other hotel or resort in the Greater Victoria area. We believe in doing more than serving delicious meals, providing relaxing spa treatments, and welcoming guests to our beautiful oceanfront suites. We believe in providing a truly special guest experience and supporting our team members to discover their unique contribution and empower them to deliver it!

About the job.

This Position conducts all auditing for the resort while providing outstanding customer service. As part of the Guest Services Team, the Night Auditor plays an important role in the guest's experience by providing unparalleled customer service. This role is responsible for posting charges, balancing cash, generating end of day reports and handling cash outs for all department.

Please note this position is 16 hours per week (11pm – 7am, Friday and Saturday) with the ability to supplement hours with additional front desk evening shifts.

About you.

A professional, warm + joy-filled being
An openness to life + a graceful presence
Awareness of the capabilities of the Resort and mindfulness around how we can exceed guest expectations with our delivery of service
A love for knowing and sharing "the good stuff" - pairing information and guest preferences in a Concierge capacity
At least 2 years (preferably) of progressive customer service experience
Previous experience in a guest services or night audit position in a full-service hotel an asset
Excellent + resourceful decision-making skills paired with a love of checking in on the little things that you know make the difference
Proficient on a computer (e.g., Excel, Opera, Micros or similar)
Availability to work overnight (11PM-7AM) on weekdays, weekends and/or holidays
Own/have access to reliable transportation
Physically fit and able to stand for long periods of time

What we offer.

- A competitive hourly rate and flexible work schedule; \$21.00 - \$23.00 based on experience
- \$500 signing bonus after 90 days of employment
- An employee benefits plans that include dental, extended healthcare, travel insurance, life insurance, and accidental death and dismemberment insurance

Employee perks that include:

- *50% off at the Brentwood Bay Pub*
- *50% off at the Arbutus Room*
- *50% off Spa Treatments at the Brentwood Bay Spa*
- *FREE paddle sport rentals at the Brentwood Bay Marina*
- *Friends and Family discounts on hotel rooms*
- Employee referral program (cash bonus for successful candidates)
- Personal and professional development opportunities
- A beautiful location and work setting
- A team that is focused on mindfulness in work and life
- A place you actually want to come to work

How to apply?

Please send your cover letter and resume to Josh Norman, Human Resources Manager at hr@brentwoodbayresort.com. Let us know what position you are applying for by using "Night Auditor" as the subject line.