

Night Auditor Job Description

A comprehensive job description template
for Australian hotels and accommodation businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and hospitality industry practices at the time of publication. You should review and tailor this template to suit your business, hotel type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Night Auditor / Night Receptionist / Night Manager

1.2 Position Summary

The Night Auditor is responsible for managing overnight front desk operations, performing daily financial reconciliation and audit procedures, providing guest services during night hours and ensuring hotel security during the overnight shift. This unique role combines reception duties with accounting responsibilities and requires independent decision-making as the primary hotel representative during overnight hours.

The position requires strong numerical and analytical skills, proficiency with property management and accounting systems, ability to work independently, attention to detail in financial reconciliation and capability to handle emergency situations while maintaining excellent guest service during quiet overnight periods.

1.3 Reporting Structure

This position reports to:

- Front Office Manager / Front Desk Manager
- Hotel Manager / General Manager
- Financial Controller / Accounts Manager (for audit procedures)

1.4 Employment Type

This position is available as:

- Part-time (regular overnight shifts)
- Full-time (38 hours per week on night rotation)

2. Key Responsibilities

2.1 Night Audit and Financial Reconciliation

- Perform daily night audit procedures and system roll-over
- Reconcile all daily transactions including room charges, payments and adjustments
- Balance cash, credit card and EFTPOS transactions
- Verify room rates and posting accuracy
- Process end-of-day reports including revenue summaries
- Identify and investigate discrepancies or errors
- Post automatic charges (room rates, packages, etc.)
- Prepare financial reports for management review

2.2 Front Desk Operations

- Manage late-night check-ins and early morning check-outs
- Process reservations and room assignments
- Handle guest requests and enquiries during night hours
- Answer phones and respond to guest calls
- Coordinate wake-up calls for guests
- Manage guest complaints or issues independently
- Process payments and maintain cash security

2.3 End-of-Day Reporting

- Generate daily management reports including occupancy and revenue
- Prepare housekeeping reports and room status updates
- Create arrival lists and special requirements reports for next day
- Compile guest feedback and incident reports
- Document any issues or anomalies for management attention
- Reconcile and report on no-show reservations
- Prepare breakfast reports and guest counts

2.4 Security and Safety Monitoring

- Monitor hotel security during overnight hours
- Conduct regular security checks of premises
- Monitor CCTV and access control systems
- Respond to security alarms and concerns
- Coordinate with security personnel if applicable
- Document security incidents and unusual activities
- Ensure all entry points are secured

2.5 Emergency Response

- Act as first responder to overnight emergencies
- Coordinate with emergency services when required
- Handle medical emergencies and assist guests
- Respond to fire alarms and evacuation procedures
- Document all incidents and notify management
- Maintain composure and leadership during crises
- Contact on-call managers for serious situations

2.6 Administrative Tasks

- Complete filing and administrative work during quiet periods
- Update guest profiles and preferences in system
- Prepare and distribute departmental reports
- Process credit card batch settlements
- Handle correspondence and guest communications
- Maintain organized front desk and back office areas

2.7 Shift Handover and Communication

- Provide comprehensive handover to morning shift
- Communicate important information to relevant departments
- Document overnight occurrences in logbook
- Report maintenance issues identified during shift
- Update room status and housekeeping priorities
- Brief management on significant overnight events

3. Required Skills and Attributes

3.1 Essential Skills

Financial and Analytical Skills

Strong numerical aptitude and attention to detail in financial reconciliation. Understanding of accounting principles and procedures. Ability to identify and investigate discrepancies. Proficiency with financial calculations and reporting. Systematic approach to audit processes.

Technical Proficiency

Advanced knowledge of property management systems and audit functions. Understanding of night audit procedures and system roll-over. Proficiency with Microsoft Excel and reporting tools. Ability to troubleshoot technical issues independently.

Independent Decision-Making

Ability to work autonomously with minimal supervision. Confidence in making decisions and handling issues independently. Sound judgment in emergency situations. Self-motivation and initiative during quiet periods.

Customer Service and Communication

Professional guest service skills for overnight interactions. Clear written and verbal communication. Ability to handle complaints and difficult situations alone. Calm, reassuring manner during emergencies.

3.2 Personal Attributes

- Reliable and trustworthy with high integrity
- Alert and vigilant during overnight hours
- Organized and methodical in approach
- Calm under pressure
- Detail-oriented with excellent accuracy

- Comfortable working alone overnight
- Adaptable to overnight work schedule
- Professional presentation and demeanor
- Strong sense of responsibility
- Problem-solver with practical mindset

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Eligibility to work in Australia (citizenship, permanent residency or valid work visa)
- Minimum 1-2 years hotel front desk experience
- Strong numerical and accounting skills
- Ability to work overnight shifts (typically 11pm-7am)
- Proficiency with property management systems
- Physical and mental ability to work overnight hours

4.2 Desirable Qualifications

- Previous night audit experience
- Certificate III or IV in Hospitality
- Accounting or bookkeeping qualifications
- Experience with specific PMS audit functions (Opera, Protel, etc.)
- First aid certificate (highly recommended)
- Security awareness training
- Advanced Excel skills

4.3 Experience

Minimum 1-2 years hotel front desk experience is required, with demonstrated competency in reception procedures and guest service. Previous night audit experience is highly preferred. Candidates must be comfortable working independently overnight and possess strong numerical skills for financial reconciliation tasks.

5. Working Conditions

5.1 Hours of Work

- Overnight shifts typically 11pm-7am or 10pm-6am
- Regular work on weekends and public holidays
- Shift lengths typically 8-9 hours
- Fixed overnight roster

- May require flexibility during busy periods
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Ability to stay alert during overnight hours
- Standing at front desk for periods during shift
- Walking throughout hotel during security checks
- Extensive computer work for audit procedures
- Ability to respond quickly in emergency situations
- Capacity to adjust to overnight sleep schedule

5.3 Work Environment

- Quiet hotel lobby and front desk overnight
- Working alone for majority of shift
- Air-conditioned indoor environment
- Limited guest interaction during quiet hours
- Responsibility for entire hotel operations overnight
- Occasional emergency or stressful situations

5.4 Uniform and Presentation

- Professional business attire or uniform provided
- Professional grooming standards maintained
- Closed professional footwear
- Conservative appearance appropriate for hotel
- Name badge worn during shift
- Alert and professional demeanor throughout night

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the Hospitality Industry (General) Award 2020 (MA000009). The award sets minimum pay rates, penalty rates, allowances and conditions for employees in hotels and accommodation businesses.

6.2 Classification Level

Night Auditors are generally classified under the award as:

- Level 3: Night auditor with front desk and basic reconciliation duties
- Level 4: Experienced night auditor with comprehensive audit and supervisory responsibilities

The specific classification level will be determined based on the scope of audit responsibilities, complexity of reconciliation tasks and experience of the successful candidate.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Overnight work: Significant night shift loading applies
- Saturday night: Combined weekend and night shift rates
- Sunday night: Premium combined rate applies
- Public holiday overnight: Highest penalty rate applies

Night auditors receive substantial penalty loadings for overnight work. Casual employees receive a 25% casual loading on top of penalty rates instead of paid leave entitlements. Refer to the Hospitality Industry (General) Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain high standards of integrity and trustworthiness
- Handle financial transactions with absolute accuracy
- Maintain confidentiality of guest and hotel financial information
- Stay alert and attentive throughout overnight shift
- Arrive punctually for overnight shifts
- Take responsibility seriously as overnight hotel representative

7.2 Accuracy and Diligence

- Complete audit procedures thoroughly and accurately
- Verify all transactions and identify discrepancies
- Maintain meticulous attention to detail in reconciliation
- Double-check all financial reports before submission
- Document issues clearly and comprehensively
- Follow audit procedures consistently

7.3 Security Awareness

- Remain vigilant regarding hotel security
- Conduct regular security patrols and checks
- Report any suspicious activities immediately
- Ensure all security protocols are followed
- Maintain awareness of guest safety
- Respond appropriately to security concerns

7.4 Communication and Handover

- Provide comprehensive shift handover to morning team
- Document overnight occurrences thoroughly
- Communicate critical information to management
- Ensure clear records of all activities and issues
- Report audit discrepancies promptly
- Maintain professional communication with all departments

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV highlighting front desk and audit experience
- Cover letter explaining suitability for overnight work
- Copies of relevant qualifications and certificates
- Contact details for two professional referees
- Examples of analytical or financial reconciliation experience

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial interview to assess suitability for overnight work
- Technical assessment of numerical and audit skills
- PMS and audit procedure knowledge evaluation
- Scenario-based questions on emergency response
- Reference checks with previous employers
- Police check (essential for overnight role)

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the hotel.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____