

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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