



Here we grow again.

ADVANCE YOUR CAREER



NEW OPPORTUNITY

MasterBUILT® Hotels develops, builds, manages and invests in best-in-class limited service hotels across Canada. We live and breathe hotels... developing more than pretty much anyone else in North America. Being an industry leader means we are always in search of and investing in the development of talented people with a passion for delivering exceptional service, a desire to learn and grow, and a 'Get 'Er Done' attitude.

Microtel Inn & Suites by Wyndham is an all new construction, limited service hotel brand targeting the midscale segment of the market. Part of the Wyndham Hotel Group family of brands, Microtel has won the JD Power & Associates award for top guest satisfaction in its segment 12 of the past 13 years – an unprecedented achievement in any industry – and has consistently been rated #1 in its segment for RevPAR market penetration in the U.S. (based on STR data).

Within Canada, Microtel is the fastest growing new construction brand in the country with over 40 new hotels scheduled to open by 2018. Microtel's rapid growth is backed by the strength of MasterBUILT® Hotels' commitment to develop at least 75 Microtel hotels by 2036, making it one of the most dynamic new brands to ever enter the Canadian marketplace.

NEW OPPORTUNITY: NIGHT AUDITOR Microtel Inn & Suites Kitimat, BC

Reporting to the Guest Services Manager, the **Night Auditor** will work diligently to ensure the quality, conditions and level of facilities and services of the brand are consistently maintained. He/she must be committed to the achievement of professional work standards and demonstrate a positive, proactive approach to empowered decision making in relation to guest care and contribution to room revenue.

This position requires the ability to be flexible with hours of work as it will include overnight shifts.

RESPONSIBILITIES:

- Perform check-ins and checkouts, paying special attention to accuracy and detail.
- Ensure each guest has received exceptional services and facilities
- Handle all guest requests in an expedient and professional manner. Ensure special requests are dealt with appropriately
- Positively respond to guest queries/complaints and requests, providing positive solutions and ensuring follow-up
- Provide guests with the necessary information that may include restaurant recommendations, driving directions, assistance to local services and transportation alternatives
- Operate the front desk equipment such as the reservation system, Motel switchboard, calculator, safes and key card vending machines
- Send faxes, photocopies, etc. as required by the guest
- Complete assigned tasks and paperwork as delegated by management team. This may include some accounting, taking messages and data transformation
- Balance end of day transactions in PMS with POS
- Prepare daily reports for onsite managers and head office
- Maintain cleanliness of workspace

- Ensure full completion of all duties, providing a smooth transition between shifts through effective team work

QUALIFICATIONS:

- A High School Diploma or GED required
- 1-2 years of experience in a customer service-oriented role
- Previous hospitality experience an asset
- Proficiency with Microsoft Office programs such as Word and Excel
- Familiar with general office equipment such as photocopiers, scanners etc.
- Ability to troubleshoot, strong problem solving skills
- Ability to work independently or under minimal supervision
- Ability to demonstrate being a team player
- Excellent customer service and interpersonal skills
- A fun, positive attitude with a sense of humour

MASTERBUILT OFFERS:

- A compensation package that provides incentives and rewards performance
- A flexible benefits package that supports various personal/family situations and work environments
- A rewarding corporate culture that fosters a positive team and family spirit
- A cooperative management team that is strategic and forward thinking
- A fast paced environment with opportunities for advancement

TO APPLY:

Please apply online at <https://masterbuiltsuperior.bamboohr.com/jobs/>. We thank all applicants for their submissions, but only those deemed qualified by our hiring manager will be contacted. No phone calls please.

Please note Labour Market Impact Assessment (LMIAs) are not supported for this position. Legal entitlement to work in Canada is required.