



Night Audit Guest Services Agent

Location: Tofino, BC

Job Type: Full-Time/Part-Time/Seasonal

Wage: \$21/hour plus events gratuities

Start Date: ASAP

About Long Beach Lodge Resort

Great guest experiences start with a great team, and we offer a supportive, inspiring environment where you can thrive and be part of something memorable. We offer competitive wages, great benefits and room to grow, all in the stunning surfside setting of Cox Bay.

Why You'll Love Working Here

- Health and dental benefits for full-time team members
 - Discounted room rates for you, your family and friends
 - Surf perks including staff lessons and gear access
 - Dining and beverage discounts across our venues
 - Complimentary weekly team lunch
 - Monthly recognition and appreciation events
 - Fun staff events and a welcoming team culture
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About the Role

As a Night Audit Guest Services Agent, you are both the welcoming face of the resort after hours and the behind-the-scenes accounting expert ensuring that all daily financials are in order. You will provide warm, attentive service to guests checking in or out during late hours, respond to inquiries and requests, and complete nightly balancing and reporting procedures. This role is ideal for someone who is both guest-focused and detail-driven, capable of working independently while maintaining a calm and professional presence overnight.

Key Responsibilities

- Provide friendly, professional service to all guests during overnight hours
- Greet guests upon arrival and departure with enthusiasm and professionalism

LONG BEACH LODGE
R E S O R T

- Handle check-in/check-out procedures using our Property Management System (PMS)
 - Respond to guest inquiries and requests in person, by phone, or via email
 - Share information about the resort, room types, amenities, services, and local attractions
 - Manage guest room reservations and cancellations following established procedures
 - Ensure guest accounts are accurate; process payments and maintain a balanced float
 - Run nightly audit sequence and generate financial, management, and revenue reports
 - Balance room revenues and reconcile all cash, credit, and debit transactions
 - Maintain a safe and secure environment for guests and staff overnight
 - Respond to emergencies or disturbances in accordance with safety protocols
 - Accurately document and communicate overnight occurrences to the day team
 - Promote resort amenities and assist with up-selling when applicable
 - Adhere to all health, safety, and security guidelines
 - Perform additional tasks as assigned by the Manager
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Qualifications

- Experience in guest service or front desk roles preferred
 - Strong aptitude for numbers and attention to detail
 - Comfortable working independently during overnight hours
 - Warm, approachable, and professional communication style
 - Calm and effective in emergency or high-pressure situations
 - Strong organizational and multitasking abilities
 - Reliable, punctual, and accountable with handling payments and sensitive information
 - Security experience is an asset
 - Available to work flexible shifts, including weekends and holidays
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Physical Requirements

- Ability to remain alert and active throughout the night shift
- Ability to stand, walk, and be active for up to 10 hours per shift
- Able to lift up to 50 lbs
- Frequent bending, kneeling, lifting, pushing, and pulling
- Comfortable working independently, indoors and occasionally outdoors
- Occasional ascending or descending ladders, stairs and ramps



Staff Housing

Limited staff accommodation may be available on a first-come, first-served basis. Availability is not guaranteed. Shared accommodations include access to kitchen facilities, laundry, and Wi-Fi. Priority may be given to full-time staff or those without local housing options.

Additional Requirements

- **Criminal Record Check:** Required prior to start date.
- **Reference Check:** Two professional references will be contacted.
- **Driver's Abstract:** Required for roles involving use of company vehicles or driving duties.
- **Signed Staff Manual Agreement:** required as part of onboarding, confirming understanding of workplace expectations and policies

How to Apply:

Please submit your resume and a short cover letter outlining your interest and availability to the Indeed job link or directly to:

hr@longbeachlodgeresort.com

katherine@longbeachlodgeresort.com

We're always looking for qualified individuals to join our team in all departments.

We look forward to hearing from you!