

Job description

Position:	Night auditor
Department:	Administration
Superior on board:	Purser

Job summary:

- To constantly operate in accordance with ISM Safety Rules and Regulations as well as with company policy and in the interests of the Owner
- Know and adhere to company regulations, SOP's and ISM, especially where relevant to the Ships Operation.
- Ensure passenger satisfaction through proper handling of their issues / situations
- Passenger Cash Payments
- Daily settlement with restaurant stewards and barkeeper.
- Check of the day's bookings
- Booking of invoices and delivery receipts
- Crew / passengers charges (phones, faxes, post cards, etc)
- In charge of wake-up calls
- Passengers' passports – safe keeping and log
- Cleanliness of the Front Desk and Back Office
- Preparing of Passenger Landing Forms whenever requested
- Completion of any other task / paperwork requested by Chief Purser and/or Crew Purser

Qualification:

- Proficiency in computer skills / knowledge.
- Customer service orientated.
- Experience in cash handling procedures.
- Good Training and Organisational skills.
- Knowledge of foreign language.
- Minimum 2 years experience in Front Desk Operation

Job requirements:

- Minimum age 25
- Ability to work under duress and on own initiative and is reliable
- Trustworthy person, maintaining confidentiality at all times.
- Good administrative skills.
- Self assured and calm manner towards staff, passengers and authorities
- Good communication skills.
- Well groomed and of clean appearance.

Area of responsibility:

Reception

Deputy in case of absence:

Purser or receptionist