



TITANIC HOTEL
BELFAST

JOB DESCRIPTION

Job Title: Accounts Assistant

Department: Finance

Job Band: Team Member

Reports to: Financial Controller

Position Supervised: Nil

Job Scope

Assisting with the accounts payroll/payable function to include the processing of invoices and statements for payment per established procedures, coding invoices and handling communications regarding accounts payable issues, payroll, ensuring a high level of performance and accuracy. To promote a professional and positive image to all of our guests and contribute to the hotels targets by assisting with the accurate processing of invoices and statements Promote the desired work culture around our Core Values TITANIC.

Hospitality experience, detail oriented, preferred but not required.

Key Relationships

Financial Controller, Operations Manager (if applicable), Hotel Manager (if applicable), other accounts team members, liaise with key departments – all departments.

Key Job Responsibilities

- Comply with our standards of service and interact with guests and employees in a professional, gracious, and friendly manner.
- Input invoice information into computer, and reconcile statements from vendors
- Maintain comprehensive filing system for all accounts payable invoices
- Perform assigned duties required for the completion of month-end and year-end closing of the books
- Maintain effective communication within accounting department and with all hotel departments, be responsive to training and instructions and apprise accounting management of concerns, suggestions and ideas. Stay aware of issues relating to the Department and general hotel operations. Attend meetings as scheduled.

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- Assist guests / clients with any billing related inquiries and documentation, and act promptly to resolve any billing problems.
- Operate fairly complex computer systems, read, input, interpret, retrieve, and provide information on data in computer system. Understand and operate. Operate telephone system and complete accounting work
- To produce a consolidated report on the previous day's revenue from reports from the Night Manager.
- To ensure that all inclusive rates are split into the correct areas.
- To ensure that correct split has been made to Food and Beverage.
- To ensure that payment has been made for all bills, or an acceptable reason for nonpayment has been given.
- To ensure that all invoices are coded and signed and reconciled by the procurement system.
- With the exception of food and liquor invoices ensure that all other invoices have a relevant purchase order signed by the Financial Controller/General Manager.
- Maintain a log of all purchase orders raised, process purchase orders that have been used to enable an outstanding purchase order list to be produced at month end.
- To ensure that all invoices are on the system prior to month end and advise the Hotel Finance Manager of any queries/omissions.
- To respond to all queries accurately and as quickly as possible following a regular reconciliation of supplier statements.
- To develop and maintain good working relationships with all departments in the hotel.
- Reconcile supplier statements with established records and report any discrepancies.
- Daily reconciliation of cash and credit cards.
- Assist in preparing the accruals journal at month end for regular suppliers and delivery dockets not paid.
- Use finance computer programs.

Self Management

- Comply with hotel rules and regulations and provisions contained in the employment handbook.
- Comply with company grooming and uniform standards.
- Comply with timekeeping and attendance policies.
- Actively participate in training and development programs and maximise opportunities for self development.

Customer Service

- Demonstrate service attributes in accordance with industry expectations and company standards to include: -
 - Being attentive to guests.
 - Accurately and promptly fulfilling guest requests.
 - Understand and anticipate guest needs.
 - Maintain a high level of knowledge which will enhance the guest experience.
 - Demonstrate a service attitude that exceeds expectations.
 - Take appropriate action to resolve guest complaints.



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- Appreciate the dynamic nature of the hotel industry and extend these service attributes to all internal customers.

Health Safety & Security

- Demonstrate an understanding and an awareness of all policies and procedures relating to Health, Hygiene and Fire Life Safety.
- Familiarise yourself with emergency and evacuation procedures.
- Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your line manager.

General

- Comply with the company code of conduct at all times.
- Familiarise yourself with our Core Values TITANIC which link to the desired behaviours that we expect all our employees to display.
- Perform other tasks at the level of the role as directed by your line manager in pursuit of the achievement of business goals.
- Have the desire and ability to improve your knowledge and abilities through on-going training.
- Ability to work as part of a diverse team with colleagues from different viewpoints, cultures and countries.



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Person Specification – Accounts Assistant

Background / Experience

Essential: <ul style="list-style-type: none">▪ Basic numeracy and literacy skills	Desirable: <ul style="list-style-type: none">▪ Accounting experience.▪ Accounting qualification▪ UK citizen or valid work permit
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Team Focused

Essential: <ul style="list-style-type: none">▪ Carry out instructions▪ Desire and ability to learn▪ Able to ask for help▪ Assist others within and outside of immediate department▪ Ability to communicate	Desirable:
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Action Orientated

Essential: <ul style="list-style-type: none">▪ Ability to plan and prioritise▪ Ability to organise self▪ Able to multi-task▪ Flexible & adaptable▪ Courtesy▪ Attention to detail▪	Desirable: <ul style="list-style-type: none">▪ Ability to build rapport
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Passionate

Essential: <ul style="list-style-type: none">▪ Enthusiastic▪ Positive attitude	Desirable: <ul style="list-style-type: none">▪ Ability to Work without constant supervision
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Savvy

Essential: <ul style="list-style-type: none">▪ Customer Focused / Can-do attitude▪ Anticipate customer needs▪ Open to new ideas▪ Cultural Awareness	Desirable: <ul style="list-style-type: none">▪ Literate in Computer Technology▪ Understanding of the Hotel Industry standards, policies and procedures
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▪ Willingness to learn about the Hotel/ Company standards /products and services	
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The above is designed to help you in the understanding of your role and is not intended to be a definitive list of your duties, as flexibility in meeting company and guests needs is required by all employees.

I confirm that I have read and agreed this Job Description explaining the main duties of my job.

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Employee Name: _____ Date: _____
(Please Print)

Signed by employee: _____ Date: _____

Hotel: _____

Signed on behalf of the Company: _____ Date: _____