Job Description – Accounts Administrator - Ascot Park Hotel

1. Position Details

Position Title: Accounts Administrator
Department: Finance / Admin
Reports To: ILT Head Office / Executive Manager / Executive Assistant Manager
Direct Reports: As applicable

2. Position Purpose

The Accounts Administrator is responsible for the day-to-day accounting and financial administration of Ascot Park Hotel, including accounts payable and receivable, revenue reconciliation, weekly payroll administration, and departmental purchasing coordination.

Working closely with hotel management, department heads and ILT Head Office, the role ensures accurate financial records, effective financial controls, and the timely completion of accounting processes in accordance with established procedures.

3. Key Responsibilities

A. Accounting and Financial Administration

- Maintain accurate accounting records and complete routine accounting entries and reconciliations.
- Assist with month-end financial processes and prepare routine daily and weekly financial reports and supporting information for management review.
- Investigate and resolve discrepancies in accounting records and transactions.
- Provide accounting information and administrative support to management as required.

B. Accounts Payable

- Process supplier invoices accurately and promptly, checking their completeness and accuracy before entry into the accounting system.
- Verify invoices against purchase orders, delivery documentation and approved purchases where applicable.
- Check supplier details, amounts, GST calculations and supporting documentation, ensuring invoices are correctly coded to general ledger accounts and departmental cost centres.
- Ensure invoices have the appropriate approvals and comply with purchasing procedures and delegated approval limits.
- Liaise with suppliers and relevant department heads to resolve invoice discrepancies.
- Maintain accurate supplier records, assist with supplier statement reconciliations, and follow up outstanding or disputed invoices.
- Ensure invoices and supporting documentation are properly recorded and retained.

C. Accounts Receivable

- Manage accounts receivable, ensuring invoices are raised accurately and promptly.
- Monitor outstanding debtor accounts and follow up overdue balances.
- Reconcile customer accounts, allocate incoming payments and investigate discrepancies or payment queries.
- Liaise professionally with customers, corporate clients and hotel departments regarding outstanding accounts.
- Monitor credit arrangements and ensure established credit procedures are followed.
- Prepare debtor reports and provide updates on outstanding balances to management.
- Maintain appropriate documentation for invoicing, payments and account adjustments.

D. Revenue Reconciliation and Financial Controls

- Reconcile daily hotel revenue and weekly revenue across accommodation, food and beverage, functions and events, and other operating areas.
- Check revenue records against the hotel's property management system, point-of-sale systems, banking records and relevant reports.
- Investigate discrepancies relating to revenue, payments, cash handling and account postings.
- Ensure refunds, adjustments, discounts and other financial transactions are supported by appropriate documentation and authorisation.
- Complete daily banking reconciliations and ensure cash and payment records are accurate.
- Coordinate cash change orders as required to support daily operations.
- Complete monthly petty cash reimbursements and disbursements.
- Maintain established financial controls and report irregularities or concerns to the appropriate manager.

E. Purchasing and Departmental Supplies

- Coordinate the purchasing of approved supplies, equipment and other items required by hotel departments.
- Obtain quotations and compare supplier pricing where appropriate.
- Raise and manage purchase orders in accordance with established procedures and delegated approval limits.
- Ensure purchases are appropriately authorised and supported by relevant documentation.

F. Payroll and Related Administration

- Process weekly payroll entries accurately and within required deadlines.
- Liaise with department heads to verify timesheets, hours worked, leave and other payroll information, ensuring required approvals are obtained.
- Check employee attendance records, payroll adjustments and other relevant information for accuracy and completeness.
- Present completed payroll information to the Executive Assistant Manager or Executive Manager for review and approval before advising Head Office that payroll is ready for processing.
- Maintain accurate payroll records and supporting documentation, and complete payroll reconciliations and related reporting as required.
- Handle payroll information confidentially and in accordance with applicable New Zealand employment and payroll requirements.
- Investigate and resolve payroll discrepancies, referring matters requiring management approval to the appropriate manager.

G. Compliance and Record Keeping

- Follow established accounting procedures, hotel policies and delegated approval requirements.
- Maintain accurate and confidential financial, supplier, debtor, payroll and employee records.
- Provide supporting documentation for audits, reviews and other authorised enquiries.
- Identify discrepancies, procedural issues or potential risks and bring them to management's attention.

H. Teamwork and Departmental Support

- Work collaboratively with department heads and hotel personnel to support the efficient operation of the business and assist other departments where possible while maintaining the key responsibilities and priorities of the Accounts Manager role.
- Provide guidance on debtor processes, revenue documentation and relevant financial administration.
- Respond to accounting and administrative queries in a timely and professional manner.
- Support consistent application of hotel procedures and appropriate financial accountability and undertake other reasonable accounting and administrative duties consistent with the position.
- To assist in in Front Office Team to develop the skills and understanding of all team members on financial aspects, ensuring minimal errors when dealing with guest folios.

4. Key Performance Expectations

- Accurate and timely completion of accounting processes, reconciliations and financial records.
- Effective management of accounts payable and receivable, including accurate invoice processing and timely follow-up of outstanding debts.
- Accurate revenue reconciliation and prompt resolution of discrepancies.
- Timely and accurate weekly payroll administration, including appropriate checks and approvals.
- Effective coordination of departmental purchasing in accordance with approved procedures and delegated authority.
- Compliance with hotel policies, financial controls, confidentiality requirements and relevant statutory obligations.
- Effective communication and cooperation with department heads, suppliers, customers and management.

5. Qualifications and Experience

- Experience with accounts receivable, accounts payable and general accounting processes. Understanding of reconciliations, debtor management and routine financial reporting.
- Familiarity with hotel property management and point-of-sale systems, preferably within the hotel or hospitality industry.
- Knowledge of New Zealand payroll administration requirements.
- Strong organisational skills and attention to detail.
- Good computer skills, including spreadsheets and accounting systems.
- Ability to manage competing priorities and meet deadlines.
- Professional communication and customer service skills.
- High standards of integrity, accuracy and confidentiality.

6. Key Competencies

- Accuracy and attention to detail.
- Organisation and time management.
- Problem-solving and discrepancy resolution.
- Professional communication and relationship management.
- Integrity and confidentiality.
- Initiative and accountability.
- Ability to work collaboratively across hotel departments.