

## **JOB DESCRIPTION – Schedule B**

**Position:** Administrator  
**Location:** Skyline Rotorua  
**Department:** Administration  
**Responsible To:** Admin & Finance Manager

### **Functional Relationships:**

**Internally** - With Senior Leader's, supervisors and staff.

**Externally** - With suppliers, contractors, and customers

### **Job Objective:**

The Administrator will be responsible for assisting as and where required across all facets of the Administration team. No two days will be the same with responsibilities for reception, auditing and effective processing of accounts receivable and payable, Banking and any other administrative duties as and when required.

### **Key Tasks and Expected Results**

Achievement of the job objectives will involve the following key tasks at a minimum:

1. The role will be responsible for accurate processing and administration of the debtors / creditors systems and ensuring daily auditing

#### **Expected Results**

- Daily cashiering & reconciliation tasks
- To assist with end of month reports, balancing financial transactions, and maintaining an accurate audit trail.
- To assist with producing and post debtors invoices and statements by the 5th working day of each month, weekly invoices to be prepared where appropriate.
- To audit the daily work and ensure all is reconciled correctly
- Complete daily banking and ensure security processes are adhered to.
- Accurate reporting & distribution to required areas.

2. Undertaking general administrative tasks that ensure the efficient operation of the department.

#### **Expected Results**

- To ensure that all incoming calls and counter enquiries are responded to efficiently, providing the highest standard of customer service.
  - To order stock/stationery and ensure all par levels are maintained whilst managing expenses
  - Responsible for couriers & mail within the Administration
  - To assist the cashier/auditor where required
  - To record all lost property/ follow up & return where possible
  - To accurately file all relevant records and information.
  - To work at the information desk answering customer enquires and processing Gondola cards.
  - To assist in the Retail stores when required.
3. The role will be responsible for assisting with all reservations processes
- Answering emails
  - Making bookings
  - Assisting customers/agents
  - Taking payments
  - Follow up & communication
4. The role will be responsible for complying with all established workplace Health and Safety policies.
- To be responsible for meeting and promoting established Health and Safety policies and practices.
  - To be responsible for the completion of approved workplace Health and Safety documentation.
5. Ensuring delivery of service that support Skyline's sustainability goals by:
- Ensuring recycling and waste management practices are carried out where possible.
  - Maintaining your work area to an environmentally acceptable standard.
  - Making suggestions for environmental sustainability improvements
  - Driving the departmental 5s process within the team

### **Living Our Values**

Skyline Rotorua is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals.

We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

## **GENERAL**

Any other duties which may be related to and consistent with the above job description as directed by the Admin & Finance Manager.

Maintain a public image which is compatible with the highest standards at all times whilst on the premises.

Ensure all aspects of the company's mission statement are upheld.

Ensure full confidentiality is maintained at all times.

**I accept the job description for the position of Administrator.**

Name: \_\_\_\_\_ Date: \_\_\_\_\_