



We're Skyliners
Inspired by every smile.

Position Description

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| Company | Skyline Queenstown | Date | August 2025 |
| Title | Weekend Cashier Guest Service & Bookings Agent | Reports to | Administration Manager & Guest Services & Bookings Supervisor |
| Team | Administration Accounts Reservations | Location | Queenstown |

Our Purpose

Skyline's purpose is to share real fun with the world. Gravity is our superpower. But not our only power...

The purpose of this role is to ensure efficient and accurate administration of cashiering, invoicing, and general accounting processes, as well as office and file management. The role provides timely support to management, staff, and guests by facilitating reservations, responding to enquiries via phone, email, and in person, and ensuring all revenue is accurately collected.

Our Strategic Goals

DELIVER:

Target ROI from all SEL Business units

INVEST:

In high potential businesses in outstanding locations

OPERATE:

An efficient, agile and sustainable business

EMPOWER:

Empower our people to deliver real fun

Our Values and Culture

Skyline Queenstown 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.



skyline.co.nz



Scope of Role

Responsible for

The Weekend Cashier/Guest Service & Bookings Agent is responsible for functions related to cashiering, invoicing, general accounting procedures, file maintenance, general office duties, reservations and guest services. The Weekend Cashier/Guest Service & Bookings will provide an efficient and accurate administration service for management and staff, assist in ensuring that all revenue is collected in time, and timely and accurate assist customers with bookings and general enquiries, by phone, email and face to face.

Key Relationships

Internal

- All Departments, including Head Office

External

- Agents
- Guests
- Suppliers

Key Accountabilities and Tasks

Description

Cashiering

- To perform the duties of weekend cashier and cover in the absence of the cashier as required
- To maintain a high degree of accuracy and tidiness in all areas involving the handling of cash and associated records.
- To prepare till floats and backup floats for all departments as required.
- Reconciliation of total sales by till to POS reports and balancing of cash component.
- Input daily revenue and statistics figures and pax into Excel.
- To process Credit Card summary sheets for accounting purposes.
- To ensure all transactions, including debtor vouchers are correctly entered into the POS and Accounts systems, and to have the full information required for debtor collection.
- Preparation of daily banking reports and weekly under and over reports.
- To ensure the keys are always kept in a secure manner and distributed only when correctly authorised.
- To ensure that all cash is adequately always secured, including the safes and petty cash.
- To maintain appropriate cash handling procedures as directed by the Administration Manager and General Manager.



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| Reservations | <ul style="list-style-type: none"> • Managing guest enquiries and bookings for our products and experiences utilising a range of information systems. • Accurately entering data and information into several reservations information systems in a timely manner • Liaise with relevant departments regarding reservations and customer requirements. • Liaise with the SQ Events Teams and other departments with regards to promotions, new and special products and accounts, ensuring all Skyline booking systems are set up correctly and updated as required • Identify opportunities for improvement in the bookings process. • Provide short term cover for the administration office in the event of sickness or unexpected changes in business levels. • Always maintain the highest standard of public image whilst on and off the premises. • Ensure confidentiality is always maintained. • To maintain excellence in guest service standards. • Ensure the guest is offered the best product or experience for their expectations. • Ensure accurate billing of transactions. • Ensure accurate record keeping of all bookings and communications. • Ensure guests are given the relevant, correct, and most updated information always • Develop a detailed knowledge of Skyline's products and experiences and have a wide, general knowledge of Queenstown and the surrounding area. • To be fully conversant in all current rates, packages and promotions. |
| Other Responsibilities | <ul style="list-style-type: none"> • To assist in ensuring that all revenue is collected, and to maintain a high degree of accuracy and tidiness in all areas involving the handling of cash and associated records. • To attend regular training sessions and department meetings. • To assist with training for Skyline personnel in administrative, reservations and accounts positions as required and to ensure training documentation is maintained. • To maintain a culture of continuous improvement in all aspects of Admin (Accounts and Reservations) processes • To liaise with relevant departments regarding complex updates. |
| Social, Environmental & Governance Sustainability | <p>Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:</p> <div data-bbox="534 1630 1353 1753"> <div>  <p>People Caring for our people, our communities and our customers</p> </div> <div>  <p>Place A light footprint on the land, guardians of our places</p> </div> <div>  <p>Prosperity A value-driven responsible business</p> </div> </div> <ul style="list-style-type: none"> • Ensure recycling and waste management practices are carried out where possible. • Maintain your work area to an environmentally acceptable standard. • Make suggestions for environmentally sustainable improvements. |



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| Health & Safety | <p>Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives.</p> <ul style="list-style-type: none"> • Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe • Conduct your work in a safe and reliable manner, adhering to Skyline's H&S procedures • Champion and advocate H&S where appropriate in your everyday interactions • Undertake H&S administrative processes as required. |
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| Knowledge, Experience & Qualifications | | | |
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| Essential | <ul style="list-style-type: none"> • 2 years of cash handling & till reconciliation experience • Point of Sales experience | Desirable | <ul style="list-style-type: none"> • Accounting experience • Reservations & Customer service experience • Experience using Intouch, Roller and D365 software |
| Person Specification / Key Attributes | | | |
| Essential | <ul style="list-style-type: none"> • Highly organised • Excellent communication skills • a positive "can-do" attitude and takes pride in their work • the ability to multi-task and the confidence to use your initiative • attention to detail and the ability to follow procedures and processes. | | |

Change of Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment. This position description may be reviewed and amended from time to time during your employment after consultation with you.

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| Employee Name: | |
| Employee Signature: | |
| Date: | |

