



We're Skyliners
Inspired by every smile.

Position Description

Company	Skyline Rotorua	Date	January 2026
Title	Administrator	Reports to	Admin & Finance Manager Administration Supervisor
Team	Administration	Location	Rotorua

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 provide support as and where required across all facets of the Administration department. Responsibilities will vary day to day and include reception duties, auditing, accurate processing of accounts receivable and payable, banking, and other administrative tasks as required.

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 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
brave**

**we
care**

**we
do**



skyline.co.nz

Key Relationships

Internal

- HOD's
- Supervisors
- All Skyline Rotorua Staff

External

- Suppliers
- Contractors
- Guests

Main Responsibilities

Description

General Administration

- Undertake administrative tasks to ensure efficient department operations.
- Order stock and stationery, maintain par levels, and manage expenses.
- Handle couriers and mail for the Administration department.
- Assist the cashier/auditor as needed.
- Accurately file records and maintain documentation.
- Record and manage lost property, including follow-up and return where possible.

Reservations Support

- Respond to emails and assist with bookings.
- Support customers and agents with inquiries and payments.
- Ensure timely follow-up and clear communication.

Financial Administration

- Accurately process and maintain debtors and creditors systems.
- Complete daily cashing and reconciliation tasks.
- Assist with end-of-month reporting, balancing transactions, and maintaining a clear audit trail.
- Prepare and post debtor invoices and statements by the 5th working day of each month; prepare weekly invoices where required.
- Audit daily work to ensure all transactions are reconciled correctly.
- Complete daily banking and adhere to all security procedures.
- Provide accurate financial reporting and distribute to relevant areas.




Guest Service

- Respond promptly and professionally to incoming calls and counter inquiries, delivering the highest standard of customer service.
- Work at the information desk to answer guest questions and process Gondola cards.
- Assist in retail stores when required to support guest experience.

Social, Environmental &

Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:



Governance Sustainability	 People Caring for our people, our communities and our customers	 Place A light footprint on the land, guardians of our places	 Prosperity A value-driven responsible business
	<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. 		
Health & Safety	Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives. <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. 		

Knowledge, Experience & Qualifications			
Essential	<ul style="list-style-type: none"> • Basic accounting and administration experience • Computer literacy (MS Office) 	Desirable	<ul style="list-style-type: none"> • Knowledge of reservations or POS system.
Person Specification / Key Attributes			
Essential	<ul style="list-style-type: none"> • Attention to detail • Strong communication skills • Customer-focused 	Desirable	<ul style="list-style-type: none"> • Flexible and adaptable • Team-oriented

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.

Employee Name:	
Employee Signature:	

