

JOB DESCRIPTION – Schedule B

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

Functional Relationships:

Internally - Interacts with Senior Leader's, supervisors and staff.
Externally - Interacts with suppliers, contractors, and customers

Job Objective:

The Administrator will assist in various aspects of the Administration team, ensuring efficient operations across reception, reservations, auditing, accounts receivable and payable, banking, and other administrative duties as needed. Each day will offer new and diverse tasks.

Key Tasks and Expected Results

1. Daily Auditing

Key Tasks:

- Daily auditing to ensure accuracy and reconciliation of the entire site's revenue

Expected Results:

- Perform daily cashiering and reconciliation tasks
- Complete financial transaction balancing, and maintain an accurate audit trail
- Audit daily work to ensure all is reconciled correctly, identify & escalate any issues of concern.
- Complete daily banking and adhere to security processes when handling cash at all times
- Provide accurate & timely reporting and distribution to required areas

2. General Administrative Tasks

Key Tasks:

- Support efficient department operation

Expected Results:

- Respond to incoming calls and counter inquiries efficiently, providing high standards of customer service
- Order stock/stationery, maintain par levels, and manage expenses
- Handle couriers and mail within the Administration area.
- Assist the auditor and other team roles as needed
- Record, follow up, and return lost property
- Accurately file relevant records and information as per policy & legislative requirements
- Man the Administration enquiries desk, answering customer inquiries and complaints
- Assist in the Retail stores when required
- Efficiently complete all documentation within the refund process (online & onsite)

3. Reservations Process Assistance

Key Tasks:

- Handle reservations processes in a timely & accurate manner

Expected Results:

- Answer emails, make bookings, assist customers/agents, take payments, and follow up with communication
- Ensure all Reservations tools relied upon across the site are accurately updated
- Always ensure maximum communication to ensure all team members hold knowledge

4. Health and Safety Compliance

Key Tasks:

- Comply with established workplace Health and Safety policies

Expected Results:

- Promote and meet Health and Safety policies and practices
- Complete approved workplace Health and Safety documentation

5. Supporting Skyline's Sustainability Goals

Key Tasks:

- Deliver services that support sustainability goals

Expected Results:

- Ensure recycling and waste management practices are followed
- Maintain work area to an environmentally acceptable standard
- Suggest environmental sustainability improvements

Living Our Values

Skyline Rotorua is a leader in New Zealand's travel and tourism sector due to the commitment of our staff to our purpose: to share real fun with the world. Our three core values guide our communication, behaviour, and teamwork.

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

- Perform any other duties related to and consistent with the above job description as directed by the Admin & Finance Manager or any team member as required
- Maintain a public image compatible with the highest standards while on the premises
- Uphold all aspects of the company's mission statement
- Always maintain full confidentiality
- Adhere to all Skyline policies & procedures

I accept the job description for the position of Administrator.

Name: _____ Date: _____