**

**JOB DESCRIPTION**

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POSITION TITLE: Accounts Assistant & Frontline Sales

##### BUSINESS UNIT: Southern Discoveries

**LOCATION: Te Anau**

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**Position Objectives**

The main objective of this position is to represent Southern Discoveries in the position to ensure the efficient and smooth running of this finance function.

To ensure the accurate and timely processing of all data required to maintain up to date finance records, and producing weekly and monthly reports. Provide other accounting assistance to the finance team.

**Reporting Responsibility**

This position reports to the Management Accountant

**Key Relationships**

**Internal**

* Finance team
* Reservations and other Southern Discoveries’ departments.

**External**

* Any agents of Southern Discoveries’ accounts department.
* Customers.

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| **Key Duties**  |
| **1.1 Accounts** | * Enter cash sales journals to accounting software
* Check each booking/ voucher against IBIS, communicate with internal & external relevant parties to ensure charges, passenger numbers are correct for accounts receivable for invoicing.
* Cash Book - print online bank statements, reconcile both cash received and cash payments into accounting system
* Preparation of weekly KPI reports, utilising information from IBIS online reports, daily banking information and budget passenger number information.
* Assist applying debtors payments as requested
* Weekly/ Monthly - Set up creditors and verify payments
* Passenger number balancing and prepare Milford Sound Tourism Levy
* Assist with general ledger reconciliation
* Assist with gathering information for EOM or other reporting as requested
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| **1.2 Administration** | * Answer the phone in appropriate manner
* Keep tidy and organised filling of document
* Assist on the front desk to cover absences/breaks if required
* Participate in finance projects as required e.g. system upgrades
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| **1.3 Communication** | * Communicate in a professional and articulate manner at all times, both written and verbal.
* Keep all departments informed of any changes that may affect them.
* Inform relevant parties of any situations affecting other divisions
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| **1.4 Training** | * In conjunction with the manager, assess training and induction needs of staff and arrange for or provide appropriate instruction.
* Provide or demonstrate training for new and existing staff members
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| **1.5 Sales** | * Maximise sales opportunities.
* Ability to capture a sale amongst strong competition.
* Promote Southern Discoveries products and partner products where possible.
* Successfully cross\*sell and use up\*selling techniques.
* Maintain a friendly and welcoming character.
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| **1.6 Customer Service** | * Ensure customers and clients receive a high level of customer service at all times.
* Exceed customer expectations through exceptional service delivery.
* Provide a timely, friendly, helpful and efficient service at all times.
* Assist with customer complaints in a friendly and pleasant manner deciding on the best course of action that will solve the problem. Liaise with Te Anau Visitor Centre and Coach Services Manager if necessary.
* Answer all phone and email enquiries in timely, effective and accurate manner.
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| **1.7 Front Office and Administration:** | * Process daily cash up in a timely and accurate manner and maintain cash floats correctly.
* Ensure accurate daily banking reconciliation.
* Ensure tidy presentation of the visitor centre.
* Assist with maintaining visitor centre records and assist the supervisor where necessary with any other duties.
* Become familiar with all office procedures and follow these procedures in line with other staff.
* Carry out office duties in a timely and efficient manner.

Support the accounts team with administration tasks as required |
| **1.8 Communication** | * Administer local email databases so that they are clean, up to date and accurate.

Communicate freely and clearly, in a professional manner, with other departments and external clients. |
| **1.9 Product Knowledge** | * Have excellent knowledge of all company products.

Have excellent knowledge of all partner company products and excursions. |
| **1.20 Information Technology** | * Able to use company’s information technology systems effectively and efficiently.

Ensure customers and clients are charged correctly. |
| **1.21 Shuttle Driving** | If required utilise the Southern Discoveries’ vehicles to pick up and drop of guests around the Te Anau area.  |
| **1.22 Other** | Any other duties that the company may reasonably ask to complete. |
| **1.23 Health & Safety** | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly.
* Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure.
* Maintain a safe working environment by monitoring safety procedures and equipment.
* Understand how to use equipment effectively in accordance with manufacturers’ instructions.
* Be knowledgeable of procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation
* Adhere to all operating procedures including identifying and acting upon any new hazards or risks.
* Suggest improvements and participate in Health & Safety matters
* Attend and participate in Health & Safety meetings

Assist passengers in case of emergency, and be observant of guests to ensure general safety |

Plus any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Position Profile**

**Qualifications, Experience, and Attributes**

**Essential**

* Strong knowledge of Microsoft Office, including excellent Excel skills.
* Attention to detail with strong analytical IBIS reservations system understanding.
* Strong team player, with a willingness to assist and learn from colleagues.
* Ability to work in a changing and flexible organisation.
* Knowledge of MYOB accounting software, or similar package.
* Ability to calculate amounts and figures.
* To take direction and complete other tasks as directed by Management Accountant.

**Desirable**

* Education and qualifications to applicable position.
* Understanding of the accounting principles and practices.
* Previous experience in a similar role.
* Have a tidy and professional appearance in the workplace.

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**