



Business Services Assistant (IT & Finance)

ROLE PURPOSE

The Business Services Assistant provides junior-level administrative and operational support across Finance and Information Technology functions at Whakapapa.

The role supports the smooth day-to-day operation of Business Services through accurate processing, basic systems support, and responsive service delivery, while escalating higher-risk, complex, or specialist matters to the appropriate Finance or IT lead.

A core weekly responsibility of the role is completing Point of Sale (POS) cashing-up and reconciliation activities, alongside providing Level 1 IT support to staff.

KEY RESPONSIBILITIES

Finance Support

- Complete weekly cashing-up and reconciliation of all Point of Sale systems, ensuring accuracy, timeliness, and adherence to finance procedures.
- Identify trends, process gaps, unclear instructions, or recurring issues, and escalate these to the Finance team in a timely manner.
- Receive and triage POS, EFTPOS, and finance system queries arising from cash-handling activities, escalating to the Finance team or the appropriate department lead as required.
- Support continuous improvement of cash-handling and reconciliation processes under guidance from Finance.
- Assist with general finance administration tasks, including support activities across accounts receivable and accounts payable, as required.

IT Support

- Provide basic Level 1 IT support for staff, including initial troubleshooting and assistance with common issues relating to Windows and Mac devices, user applications, network connectivity, printers, and basic hardware faults.
- Receive and triage IT support requests and service tickets, resolving straightforward issues where possible and escalating more complex matters to the IT Specialist or external support providers.
- Assist users with routine tasks such as password resets, login issues, MFA prompts, device setup, and basic software or hardware behaviour issues.
- Support device provisioning and user access setup for new starters and role changes under guidance from IT.
- Maintain accurate documentation of IT issues, resolutions, and system changes within support tickets where required.

KEY REQUIREMENTS

QUALIFICATIONS AND EXPERIENCE:

- Previous office administration experience is desirable.
- Exposure to finance administration or Level 1 IT support is an advantage.
- Intermediate computer skills, including confidence using multiple systems and databases.
- Experience working in a process-driven or compliance-focused environment is desirable.
- Previous service-based or stakeholder-facing experience is desirable.

COMPETENCIES AND PERSONAL QUALITIES:

- Strong attention to detail, particularly with data entry and reconciliation tasks
- Clear verbal and written communication skills
- Ability to manage routine tasks reliably and meet deadlines
- Comfortable escalating issues when outside role scope
- Friendly, professional, and service-oriented approach
- A collaborative team player willing to assist across functions as required
- Punctual, reliable, and adaptable
- Commitment to health and safety and organisational values

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HEALTH, SAFETY AND ENVIRONMENT:

- Follow all health and safety procedures and contribute to a safe working environment
- Identify and report hazards or issues in line with organisational processes
- Handle all information confidentially and in accordance with privacy and data protection requirements
- Perform all duties safely and efficiently, adhering to all policies and procedures
- Play your part in keeping yourself, your team and guests safe and having fun