Position Description

Accounts Administrator — Motorcentral

About Motorcentral

Motorcentral is a New Zealand tech company on a mission to make life genuinely better for automotive dealers. We're a small, tight-knit team of people who care deeply about the work we do and the customers we serve — and we're looking for others who feel the same way.

We build and support a suite of software products used by hundreds of dealerships across the country every single day. That means what we do actually matters — when a dealer can't get into their system or needs help getting a new tool working, we're the people they turn to. We take that responsibility seriously, and we take pride in doing it well.

We move at pace, we're always improving, and we value people who bring both skill and genuine enthusiasm to their work. Our capable team is focused on building great products and looking after the dealers who rely on them.

Motorcentral is part of the **Avanti Finance Group**, a privately owned, non-bank lender operating across New Zealand and Australia. This gives us solid foundations and backing — while we maintain the culture and agility of an independent tech company.

The Role

Reporting to the Head of Customer Experience, you'll keep Motorcentral's day-to-day accounts and administration running accurately and efficiently. You'll manage accounts payable and receivable, prepare payroll, reconcile accounts, and support month-end reporting and financial processes.

You'll also help keep the wider business organised — processing customer orders, maintaining account and billing information, administering internal software, and supporting office operations. Working closely with our team and Avanti Finance Group stakeholders, you'll make sure information is reliable, deadlines are met, and queries are followed through.

This role suits someone who enjoys working with numbers, takes ownership of the details, and can balance a busy workload with friendly, professional service. You'll also look for ways to simplify processes and reduce avoidable errors.

What You'll Do

Accounts Receivable and Customer Billing

- Maintain accurate customer accounts, billing details, payment arrangements and supporting records.

- Prepare and process customer invoices, recurring charges, approved adjustments and credit notes.
- Allocate receipts, reconcile customer accounts, and investigate billing or payment discrepancies.
- Monitor overdue balances and follow up with customers professionally, escalating disputes or collection concerns when needed.
- Respond to account enquiries clearly and help customers understand their invoices and payment options.
- Process direct debit authorities and maintain accurate records of approvals and changes.

Accounts Payable and Supplier Administration

- Process supplier invoices, staff purchases and expense claims, checking coding, supporting documentation and required approvals.
- Maintain accurate supplier records and verify changes to payment details through approved procedures.
- Reconcile supplier statements, investigate discrepancies, and resolve queries promptly.
- Prepare payment runs for approval and release in line with payment terms and delegated authority.
- Monitor outstanding invoices and upcoming payments, keeping relevant stakeholders informed.

Reconciliations and Financial Reporting

- Administer day-to-day accounting processes in NetSuite and other relevant systems.
- Reconcile bank accounts, credit cards and other assigned balance sheet accounts, investigating and resolving differences.
- Prepare month-end journals, accruals, prepayments and supporting schedules for review.
- Maintain the fixed asset register and prepare related entries and reconciliations.
- Complete assigned accounts work through to trial balance and support accurate, timely month-end reporting.
- Prepare regular reports on receivables, payables and other financial information required by management.
- Prepare tax calculations, reconciliations and supporting information, coordinating review, approval and filing with the relevant finance stakeholders.
- Assist with year-end accounts, audits and information requests from accountants and the wider finance team.

Customer Orders and Product Administration

- Process incoming sales orders, checking that customer details, agreed pricing and required documentation are complete.
- Coordinate account setup, billing commencement, product changes and cancellations with sales and support teams.

- Complete administrative tasks for Motorcentral products, primarily BuyerScore.
- Keep customer, order and billing records aligned across relevant systems.
- Follow up missing information and resolve administration issues that could delay customer setup or lead to incorrect billing.

Office Operations and Internal Systems

- Answer and direct incoming call overflow, providing a helpful first point of contact.
- Coordinate office services, supplies and routine administrative requirements.
- Identify opportunities to simplify workflows, improve data quality and reduce manual work.

General

- Plan and prioritise work to meet payment, reporting and customer service deadlines.
- Work collaboratively across Motorcentral and with Avanti Finance Group stakeholders.
- Raise errors, delays and unresolved issues early, and follow them through to resolution.
- Support colleagues and provide cover for related administration tasks as required.
- Undertake other duties reasonably requested by your manager.

A Focus on Integrity, Risk & Compliance

You'll be expected to:

- Handle company funds, financial records, customer information and employee data with integrity and discretion.
- Follow approval limits, payment controls and separation of duties, ensuring transactions have appropriate evidence and authorisation.
- Recognise and escalate unusual transactions, suspected fraud, payment changes and other operational risks.
- Follow applicable accounting, tax, payroll, privacy and recordkeeping requirements, seeking guidance where needed.
- Maintain accurate, traceable records that support management review, audit and reporting.
- Complete work within your authority and escalate decisions requiring further approval or specialist advice.

Our Values

At Motorcentral we care about doing great work, looking after our people, and being genuinely useful to the dealers we serve. We're a small, skilled team — which means the work you do here actually matters and is visible.

We're looking for someone who:

- Takes pride in accurate work and follows through on commitments.
- Communicates clearly, honestly and respectfully.
- Treats customers and colleagues with patience and care.
- Takes ownership of problems and asks for help when needed.
- Brings curiosity and practical ideas for improving how we work.
- Supports the team and adapts positively as priorities change.

What You'll Bring

- Experience in accounts administration, bookkeeping or a similar role, ideally including accounts through to trial balance.
- Practical experience with accounts payable, accounts receivable, bank reconciliations and month-end processes.
- Experience preparing payroll and handling confidential employee information.
- Confidence using accounting or ERP systems; experience with NetSuite is particularly useful.
- Strong spreadsheet skills, including the ability to reconcile information, investigate differences and prepare clear reports.
- Sound understanding of accounting principles and the importance of financial controls.
- Numerical accuracy and attention to detail, with the judgement to recognise when something needs checking.
- Clear written and verbal communication skills, including confidence discussing overdue accounts and resolving difficult enquiries.
- Good organisation and time management, with the ability to work independently and manage competing deadlines.
- Confidence learning new software and adapting to changing systems and processes.
- A relevant accounting, bookkeeping or business administration qualification is useful, although practical experience is also valued.

Operational Detail

Location	Christchurch
Department	Motorcentral Tech Group
Reporting to	Head of Customer Experience (Motorcentral)
Direct reports	None
Internal relationships	All members of Motorcentral Tech Group; Avanti Finance Group stakeholders
External relationships	Dealer customers; suppliers and service providers; external accountants and auditors, as required