

## Position Description

Vacancy Title: **Motel Manager - Lae Travellers Inn, PNG**

Location: **Lae, PNG**

### Objective

The Motel Manager is responsible for organising and controlling the operations of Lae Travellers Inn, providing guest accommodation, meals, and related services in a safe, efficient, and professional manner. The role oversees all departments, manages finances and staff performance, and ensures compliance with company policies and regulatory standards. The role reports directly to the General Manager, Edwards Group of Companies.

### Outcomes

Organisational Stakeholders
1. Operations Management
<ul style="list-style-type: none"><li>Motel operations are organised and controlled to ensure the smooth running of accommodation, restaurant, and support services.</li><li>Tasks and priorities are allocated and resources coordinated to maintain service quality and operational continuity.</li><li>Maintenance and housekeeping standards are upheld to ensure guest comfort and property upkeep.</li><li>Security of the motel, staff, and guests is maintained at all times.</li></ul>
2. Guest Services
<ul style="list-style-type: none"><li>Guest accommodation and dining services are delivered to a high standard.</li><li>Guest feedback and complaints are managed promptly and effectively.</li><li>Cleanliness, hygiene, and presentation standards are maintained throughout the property.</li></ul>
3. Financial and Administrative Management
<ul style="list-style-type: none"><li>Financial processes including daily banking, reconciliations, and record-keeping are managed accurately.</li><li>Capital and operational expenditure are controlled within approved budgets.</li><li>Reports are prepared and submitted to the General Manager in a timely manner.</li><li>Stock and asset records are maintained to company standards.</li></ul>
4. Sales & Marketing
<ul style="list-style-type: none"><li>Marketing and sales activities for rooms and conferences are coordinated.</li><li>Public relations activities are undertaken to promote the motel within the Lae business community.</li><li>Local partnerships and corporate relationships are developed to encourage repeat business.</li></ul>
5. Human Capital Management
<ul style="list-style-type: none"><li>Staff rosters are organised and monitored to ensure adequate coverage.</li><li>Staff are supervised and trained to deliver consistent, courteous, and professional service.</li><li>Performance, attendance, and conduct issues are addressed in consultation with the General Manager.</li><li>A safe, respectful, and cooperative working environment is maintained.</li></ul>
6. Compliance and Reporting
<ul style="list-style-type: none"><li>Government health, safety, hygiene, and licensing requirements are adhered to at all times.</li><li>Reports on operations, staffing, and finances are prepared for management as required.</li><li>Company policies and procedures are implemented consistently across all departments.</li></ul>

### Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.

Competence	Description
Quality Focus	Deliver quality.
<b>People</b>	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.
<b>Professional</b>	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Financial Application	Apply financial principles and practices.
<b>Operational</b>	
Health and Safety	Establish and maintain a safe and healthy work environment.
Stock Control	Acquire and monitor stock to meet business needs

## Qualifications

Qualification	Discipline	Notes
<b>Desirable</b>		
Degree	Business and Management, Hospitality and Tourism	or Diploma with 5-7 years relevant experience.

## Work Knowledge and Experience

- Minimum 3 years' experience managing a motel, hotel, or equivalent hospitality operation.
- Solid computer and administrative skills; experience with Property Management Software (e.g. GuestPoint) and Xero Accounting Software is desirable.
- Sound understanding of financial control, staff management, and service delivery within a PNG or Pacific operating environment.
- Strong communication, organisational, and leadership skills.
- Demonstrated ability to lead and motivate a small team within a fast-paced hospitality setting.

## Requirements

### Language Proficiency

- Excellent command of English

### Regulatory Compliance Requirements

- Driver's License
- Police Clearance

## Other Required Requirements

- No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	All employees	
	General Manager	
<b>External</b>		
	Guests	
	Suppliers	
	Regulators	
	Tourism Partners	

## Attributes

### Behavioural Styles

- Accountable: Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Reliable: Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Resilient                Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

#### Interpersonal Styles

Forthright             Speaks out frankly without hesitation, showing a direct manner.

Perceptive             Shows keen insight and understanding of issues or situations.

#### Thinking Styles

Flexible/Adaptable    Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.

Initiative               Takes action and makes decisions without the help or advice of other people.

Well organised         Controls tasks in a well thought out and critical manner.

### How To Apply

Applicants are invited to submit their CV and a cover letter addressing the key requirements of the role through the online job portal using the link provided below. Please note: only applications submitted via the job portal will be considered; emailed applications will not be accepted. Only shortlisted candidates will be contacted. All applications will be treated with strict confidentiality and assessed on merit.

### Contact for Enquiries

Contact Name: Grace Naleba

Contact Email: [grace@maxumise.com](mailto:grace@maxumise.com)

Further Contact Information: Maxumise Ph: 3303137

**Closing Date: 21 Dec 2025**