



Position Description

Vacancy Title: **Motel Manager [Lae, PNG]**

Location: **Lae, PNG**

Reports To: **None**

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

- Motel operations are organised and controlled to ensure the smooth running of accommodation, restaurant, and support services.
- Tasks and priorities are allocated and resources coordinated to maintain service quality and operational continuity.
- Maintenance and housekeeping standards are upheld to ensure guest comfort and property upkeep.
- Security of the motel, staff, and guests is maintained at all times.

2. Guest Services

- Guest accommodation and dining services are delivered to a high standard.
- Guest feedback and complaints are managed promptly and effectively.
- Cleanliness, hygiene, and presentation standards are maintained throughout the property.

3. Financial and Administrative Management

- Financial processes including daily banking, reconciliations, and record-keeping are managed accurately.
- Capital and operational expenditure are controlled within approved budgets.
- Reports are prepared and submitted to the General Manager in a timely manner.
- Stock and asset records are maintained to company standards.

4. Sales & Marketing

- Marketing and sales activities for rooms and conferences are coordinated.
- Public relations activities are undertaken to promote the motel within the Lae business community.
- Local partnerships and corporate relationships are developed to encourage repeat business.

5. Human Capital Management

- Staff rosters are organised and monitored to ensure adequate coverage.
- Staff are supervised and trained to deliver consistent, courteous, and professional service.
- Performance, attendance, and conduct issues are addressed in consultation with the General Manager.
- A safe, respectful, and cooperative working environment is maintained.

6. Compliance and Reporting

- Government health, safety, hygiene, and licensing requirements are adhered to at all times.
- Reports on operations, staffing, and finances are prepared for management as required.
- Company policies and procedures are implemented consistently across all departments.

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

Competence	Description
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Commercial Focus	Optimize the commercial viability of the organisation.
Quality Focus	Deliver quality.

People

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.

Professional

Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Financial Application	Apply financial principles and practices.

Operational

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
Desirable		
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 Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	General Manager	
External		
	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

Please submit your CV along with a cover letter addressing the critical competencies of the role, and include the contact details of three recent professional referees. Apply through the link provided. Emailed applications will not be considered.

Contact for Enquiries

Contact Name: Leonarda Patterson

Contact Email: leonarda@maxumise.com

Further Contact Information: Maxumise: 7731337 or nathan@maxumise.com

Closing Date: 08 Jul 2026