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JOB ADVERTISEMENT – CUSTOMER SERVICES AGENT

Job Title: Customer Services Agent
Reports to: Lead Customer Service Agent
Department: Passenger Handling, Ground Services
Duty Station: Kigali International Airport (KIA)

Job Purpose

Responsible for customer service delivery to ensure efficient planning, service delivery procedures, flight monitoring, and maximising incremental airline revenue to ensure profitability and optimal revenue output.

1. Key Duties and Responsibilities;

- Reports security threats and incidents that occurred during daily operations.
- Reports safety hazards and incidents identified during daily operations to the lead Customer Service agent.
- To ensure efficient passenger handling at check-in, boarding, arrivals and the lounges for a positive customer experience.
- To access efficient procedures in document verification to minimise risks to the airline without compromising on customer service.
- To advise on service delivery issues related to misconnections, baggage claims and flight delays for customer satisfaction.
- To ensure a smooth passenger connection.
- To ensure incremental revenue by collecting excess baggage charges and changing RESA penalties without compromising customer service.
- To ensure that check-in procedures are followed while checking passengers both on WB's network and other airlines

2. Desired Profile: Required Education, Experience and Abilities

- University graduate in any related field.
- Experienced in delivering service in a demanding environment
- Customer service experience in the hospitality/airline industry
- Commercial acumen with an overall knowledge of airline operations.
- An excellent command of the English language (written and verbal) is essential, with knowledge of French is an added advantage
- Master of Amadeus check-in system is an added advantage
- Must have excellent computer skills
- Must be able to work independently with minimal supervision;
- Communications/interpersonal skills
- Resilient & Self-motivated
- Proactive/Results orientated
- Pleasant & presentable
- Team Player



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- Financial Awareness
- Process-oriented
- Knowledge of IATA recommendations to airlines/travel agencies for selling in the market

3. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Relevant certificates;
- Copies of academic papers;
- A photocopy of the Passport/National ID.
- Three referees

The deadline for submitting application documents (**Only PDF Format**) is **June 12, 2024**. Please apply via the link: <https://erecruitment.rwandair.com/>

NB: Only shortlisted candidates will be contacted.