

JOB ADVERTISEMENT – AIRPORT SERVICES AGENT

Job Title: Airport Services Agent
Department: Ground Services
Duty Station: Congo-Brazzaville

Job Purpose

Assist in overseeing day-to-day smooth and safe operations of flights

1. Key Duties and Responsibilities:

- Plan tasks and assign them to the ground handling staff and ensure efficient, smooth operations
- Assist in monitoring operations/activities handled by staff/handling agents to enhance efficient service delivery and maintain schedule integrity
- Liaise with other service providers to ensure safe operations and on-time departure
- Prepare pre/post flight departure reports for records maintenance and performance analysis
- Brief/Debrief flight crew and handling agents to establish smooth flight operations
- Contribute to the definition and development of RwandAir products portfolio, particularly Airport services
- Ensure all flights are handled in accordance with company standards and the country's laws for smooth and safe operations
- Ensure cost-effective service delivery within the agreed scope and standards.
- To ensure that staff levels and shift patterns are optimised.
- To ensure a safe and secure environment in compliance with relevant legislative /industry requirements.
- To ensure suitability, trained/qualified/competent staff are placed through the working areas.
- Routine monitoring of safety and quality critical activities within areas of operations.
- Place catering orders based on booked loads to meet passenger needs/expectations

2. Desired Profile: Required education, Experience, and Abilities

- A minimum of a bachelor's degree
- Relevant IATA/AMADEUS World Tracer qualification
- Certificate in relevant computer applications
- Experienced delivering service in a demanding consumer service environment
- Customer service experience hospitality/airline industry
- Knowledge of airport services and baggage enquiry operations.
- Commercial acumen with an overall knowledge of airline operations.
- An excellent command of the English language (written and verbal) is essential.
- Process oriented
- Knowledge of IATA recommendations to airlines/travel agencies for selling in the market.
- Fluency in English and knowledge of French is an added advantage



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3. How to Apply:

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

The deadline for submitting application documents (**Only PDF Format**) is **September 08, 2024**.

Please apply via the link: <https://erecruitment.rwandair.com/>

NB: Only shortlisted candidates will be contacted.