

## **JOB ADVERTISEMENT – SUPERVISOR, CARGO CUSTOMER SERVICES**

**Job Title:** Supervisor, Cargo Customer Services  
**Department:** Cargo Services  
**Duty Station:** Kigali Internal Airport

### **Job Purpose**

Responsible for supervising and operating day-to-day customer care activities in accordance with customer airline requirements. The Cargo Customer Services Supervisor is responsible for planning and scheduling operations to ensure that all aspects of cargo handling are accomplished in accordance with best industry practices, ensuring the safety and security of operations.

### **1. Key Duties and Responsibilities:**

- Provide superior service to all cargo customers professionally and promptly in order to ensure that all Quality Standards, including SLAs and KPIs, are achieved or exceeded. Conduct regular inspection and supervision of all passenger flows, customer service needs and terminal facility functionalities
- Manage a team of lead cargo Customer Service Agents with the responsibility of enforcing company policies and procedures, including disciplinary action, promoting professional conduct and diversity initiatives and investigating and responding to employee relations issues in a timely manner
- Coordinates daily activities of your team to ensure safe and effective operations
- Supervise and assist customers through airport processes and ensure a proactive response of agents towards customer service needs.
- Monitor the flow through the Terminal in compliance with agreed-upon standards and procedures to support the airlines in their business.
- Ensure smooth cargo terminal complex, including sufficient queue management.
- Monitor the flow of customers with special needs exemptions and ensure that any help needed in terms of terminal facility guidance is given to ensure their journey safely
- Proactively seek out Terminal pressure points and assign staff to the required pressure points to address the issues efficiently.
- Conduct briefings and debriefings with your team within your area of responsibility.
- Perform other department duties related to his/her position as directed by the manager of the cargo warehouse.
- Ensuring safety occurrences and hazards identified during operations are reported.
- Reports security threats and incidents that occurred during daily operations.
- Gather security threats and incident reports from cargo operations and send such reports to the Manager of Cargo Warehouse Services and security department.

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

- Bachelor's degree or equivalent with a minimum of two (2) years of job-related experience
- Experience in dealing with customer service at supervisory level
- Supervisory Skills, ability to delegate work, set clear direction and manage workflow.



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- Strong mentoring and coaching skills.
- Ability to train and develop subordinate's skills and knowledge
- Understanding of the Key Performance Index and Standard Level Agreement
- Computer literacy
- Resilient and able to self-motivate as well as others
- Capacity to adapt to a fast-paced and challenging environment

**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 13, 2024**.  
Please apply via the link: <https://erecruitment.rwandair.com/>

**NB: Only shortlisted candidates will be contacted.**