

JOB ADVERTISEMENT – LEAD CARGO NETWORK OFFICER

Job Title: Lead Cargo Network Officer
Department: Cargo Services
Duty Station: Kigali Internal Airport

Job Purpose

The Lead Cargo Network Officer will monitor and enhance RwandAir Cargo compliance, ensure compliance is always maintained within the cargo network, including staff, stakeholders, and suppliers, and resolve queries related to performance monitoring. You will identify network performance and foster safe and secure cargo operations across the network. You will conduct compliance audits and report results.

1. Key Duties and Responsibilities:

- Supervise the team to handle day-to-day cargo compliance-related issues and network inquiries.
- Monitoring and controlling the implementation of the required quality and service standards through the entire network for safe cargo operations.
- Liaise with the necessary relevant subunits of the cargo department and GHA to resolve issues by building internal, cross-functional relationships and a communication structure and developing a resolution environment in a timely and efficient manner.
- Coordinate with internal RwandAir Cargo units to ensure performance is according to RwandAir policies and service levels.
- Provide and implement weekly/monthly performance reports for the company, individual customers and stations.
- Plan and conduct performance audits to measure the process, report the results, and take action for corrective measures and continual improvement in coordination with the station.
- Build awareness of RwandAir Cargo products and services and procure market intelligence on the strengths and weaknesses of RwandAir Cargo products and opportunities for new product development.
- Understand the global account's needs and requirements and the required quality performance, and give priority to meeting their needs
- Assist in improving customer trust and loyalty to RwandAir Cargo and ensure that global account customer performance queries are efficiently handled.
- Ensure proactive communication with GHA and the customer to resolve issues.
- Supervise the RwandAir Cargo service team to ensure that service levels are met according to the recommended guidelines
- To be up to date with the cargo quality index system to access the information required.
- Assist in the response to any emergency or major operational disruption affecting RwandAir or its subsidiaries, including supporting the RwandAir Special assistance team.



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

- A hold a Bachelor's Degree or equivalent thereof and have a minimum of 5 years of job-related experience within the Aviation sector, ideally in Airline Cargo industry.
- Have well-developed interpersonal skills and should have experience in LAR, Cargo reservations systems, DGR, IATA/TACT regulations in a multicultural environment.
- Excellent written and oral English communication is a must as well as strong knowledge of MS Word, PowerPoint and computer applications.
- Good planner, be exceptionally organized and possess dynamic presentation skills and be able to work with minimum supervision.

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.