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JOB ADVERTISEMENT – CARGO SERVICE AGENT

Job Title: Cargo Service Agent
Department: Cargo Services
Duty Station: Kigali International Airport (KIA)

Job Purpose

Responsible for the day-to-day operations of cargo export activities in accordance with customer airline requirements. The Cargo Service Agent 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:

- Do cargo acceptance
- To ensure efficient & effective transit of cargo in compliance with carrier's policies/procedures and customer expectations
- To ensure safe operations and working environment to comply with relevant statutory and industry requirements.
- To enhance export cargo revenue mobilisation to meet carrier expectations
- To effectively communicate relevant aspects of service delivery internally and externally to meet customer expectations.
- Ensure all documents and cargo received from the aircraft are well offloaded.
- Inspect the physical cargo to see if there is no damage or if the cargo is not tempered.
- Ensure cargo is escorted from the tarmac to the warehouse
- Ensure all cargo imported tally with what is manifested
- To ensure efficient & effective transit of cargo in compliance with carrier's policies/procedures and customer expectations
- To ensure safe operations and working environment to comply with relevant statutory and industry requirements
- To protect and enhance cargo import revenue mobilisation to meet carrier expectations
- Ensure proper documentation of all incoming cargo
- To effectively communicate relevant aspects of service delivery internally and externally to meet customer expectations.
- Reports security threats and incidents that occurred during daily operations.
- Reports safety, hazards, and incidents identified during daily operations to the supervisor.
- Reporting safety hazards and occurrences.
- Perform other duties as instructed by the Cargo Operations supervisor

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

- Bachelor's Degree in Business Administration Finance, Accounting, Economics procurement & logistics.
- Must have excellent computer skills (Word, Excel).
- Must be able to work independently with minimal supervision;



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- Strong initiative and excellent communication skills.
- Team Player
- Proactive/Results orientated
- Pleasant & presentable
- Communications/interpersonal skills
- Resilient
- Self-motivated

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.