

JOB ADVERTISEMENT – ADMINISTRATION MANAGER

Job Title: Administration Manager
Reports to: Chief HR & Administration Officer
Department: HR & Administration
Location: Kigali International Airport

Job Purpose

The Administrative Manager coordinates an organisation's administration and ensures that all administrative services are provided promptly and efficiently. Therefore, the position holders are responsible for providing adequate support services across departments, adhering to all administrative standard procedures and processes, and completing all daily administrative tasks seamlessly.

1. Key Duties and Responsibilities:

- Lead and supervise the support services team to maximize success and efficiently utilise company resources.
- Assist RwandAir staff in obtaining travel allowances, visas, work permits, and expatriates by ensuring timely updating of employees' work permits at immigration offices and avoiding penalties.
- Ensure that all company staff planning to travel are provided with travel insurance and hotel bookings for pilots and crew going for simulator training and receive adequate facilitation with introduction letters to embassies for staff travelling abroad or to other countries where entry visas are required.
- Ensure smooth collaboration with the contracting telecommunication companies providing communication services to eligible staff for post-paid and monthly top-ups, and ensure all concerned staff receive their airtime on time.
- Coordinate the daily operations of the Administration section, ensure all staff members execute their duties efficiently and provide them with appropriate guidance.
- Undertake staff performance reviews, provide guidance for continuous improvements, and attend to issues they face in their assignments to ensure maximum efficiency.
- Develop, review, and improve administrative policies and procedures periodically and ensure full compliance during implementation.
- Lead and direct all functions and activities of the administration unit staff while supporting other departments to ensure time management and delivery of high-quality and cost-effective services.
- Verify hotel invoices submitted to head office to ensure accuracy and prevent fraud or errors leading to financial loss.
- Ensure the Head office kitchen is fully equipped with necessary items for efficient operation and staff welfare.
- Plan, organise, and coordinate office allocations for staff and accommodation for crew, stranded passengers, and company guests and inspect contracted hotels whenever complaints regarding poor services arise.



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- Monitor and ensure timely delivery of all company courier mail, handle incoming couriers promptly, and ensure outgoing deliveries are promptly sent and correctly addressed to prevent revenue loss.
- Monitor and coordinate the work of company electricians to ensure immediate resolution of all departmental electrical issues.
- Foster teamwork, ensure effective communication among the staff and support other sections across different units and departments.
- Ensure a safe, secure, and well-maintained facility that meets environmental, health, and security standards, including HQ reception/Front Desk, Offices, Staff Canteens, etc.
- Draft routine correspondences to respond to inquiries concerning relevant administrative and personnel matters.
- Review adequacy of space requirements.
- Perform other administrative duties assigned by the line Manager.

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

- A minimum of a Bachelor's degree, with a Master's in Business Administration, Social Sciences, Economics, or a related field is an added advantage.
- Proven 5+ years of administrative and managerial experience in a busy corporate environment, with expertise in staff welfare services.
- Candidates should demonstrate a strong understanding of office procedures within a corporate setting and be familiar with budget planning and customer service protocols.
- Ability to plan for and keep track of multiple projects and deadlines.
- Recognizes "who" the client is and seeks to identify ways to increase satisfaction.
- Acts as a role model in demonstrating service culture.
- Seeks input, meets expectations, maintains communication, and follows –up with the client.
- Must exhibit professional interpersonal relations with co-workers.

3. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Copies of Notarized Degree/Diploma certificates
- 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 **October 06, 2024**.

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

NB: Only shortlisted candidates will be contacted.