

**JOB ADVERTISEMENT – BAGGAGE RECONCILIATION TEAM LEADER**

**Job Title:** Baggage Reconciliation Team Leader

**Reports to:** Baggage Reconciliation Supervisor

**Department:** Ground Services

**Location:** Kigali International Airport

**Job Purpose**

To oversee the accurate matching of checked baggage with passenger manifests, ensuring that each piece of baggage is correctly loaded onto the corresponding flights. Guaranteeing the safe and efficient management of passenger baggage; which involves scanning, handling, sorting, and transportation.

**1. Key Duties and Responsibilities:**

- Using the Baggage Reconciliation System, ensure that each checked bag is matched with passenger lists, flight manifests, and destination information to ensure accurate tracking.
- Supervise staff allocated at all sensitive spots, which may include the makeup area, the aircraft, the warehouse, and the arrivals. During supervision, implement procedures to confirm that the correct baggage is planned to be loaded onto the corresponding flights.
- Conduct regular quality control checks on baggage reconciliation systems and processes to identify and address discrepancies promptly. Make sure that bar code readers are always charged and ready to be used.
- Utilize baggage reconciliation systems, Amadeus and other software to enhance accuracy and efficiency. Operate these technology tools for tracking and matching baggage tags with passenger information.
- Communicate effectively with other ramp staff to address any issues related to baggage reconciliation. Collaborate with ground operations, check-in staff, Lost & Found and other relevant departments to ensure seamless coordination.
- Generate reports on baggage reconciliation performance, highlighting any discrepancies or issues. Provide timely and daily reports to supervisors and management for analysis and continuous improvement.
- Be prepared to respond to emergencies or disruptions that may impact baggage reconciliation. Follow established procedures for managing baggage during unforeseen events.
- Assist passengers and Outstation Managers with inquiries related to baggage reconciliation. Address concerns and provide information regarding the status and location of checked baggage.
- Maintain accurate and detailed records of all baggage reconciliation activities. Document any irregularities, exceptions, or resolutions in the reconciliation process.



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

- A Bachelor's Degree in a relevant field
- Relevant Amadeus or Baggage Reconciliation qualification
- At least 2 years of work experience in baggage handling, ramp handling, cargo handling or any baggage handling-related domain
- An excellent command of the English language (written and verbal) is essential.
- Ability to lead, motivate, and manage a team of baggage reconciliation personnel.
- Ability to effectively resolve issues related to mishandled baggage or passenger concerns.
- A high level of attention to detail is crucial for accurately handling baggage, ensuring proper tagging, and avoiding errors in data entry.
- Ability to work collaboratively with other ramp personnel, including customer airline representatives, and supervisors.
- Familiarity with computer systems

## **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 **November 07, 2024**.

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