

JOB ADVERTISEMENT – HR SERVICES SPECIALIST

Job Title: HR Services Specialist
Reports to: Senior Manager, HR Systems & Services
Department: Human Resources
Duty Station: Kigali International Airport (KIA)

Job Purpose

As an HR Service Specialist, you will be at the heart of transforming how we deliver HR Services. You will be the go-to person for managing employee inquiries, optimizing HR processes, and ensuring efficient service delivery. The newly created role offers the opportunity to shape our service model from the ground up – bringing fresh ideas, innovative solutions, and a proactive approach to supporting our expanding team.

You will provide a comprehensive support layer to the HR Services team in all matters relating to employment terms and conditions of all employees while taking direct responsibility for all HR services activities by ensuring professional HR support is provided in a speedy and effective manner.

1. Key Duties and Responsibilities;

- Provide responsive, efficient, and high-quality HR support to employees across the business.
- Manage and resolve HR inquiries related to policies, and Onboarding with speed and professionalism.
- Issues standard HR letters to employees, departments and external organizations within the parameters of internal and external service deliverable standards.
- Supports employees in using the ERP system effectively and helps to update and process personal data and information including banking details, marital status, educational data etc.
- Verification of supporting documents for update of personal/dependant information in the ERP system.
- Maintenance of employee records within the ERP system of Leave (Annual/Unpaid/Sick/Compassionate/Maternity/Lieu Leave) in line with the policy & procedures.
- Support Staff and Duty Travel Requests based on Rebate Travel entitlements (Joining/Compassionate/ other request) as per the employee's terms of contract.
- Implement and continuously improve HR service processes and self-service tools to enhance employee experience.
- Use data and feedback to identify trends and recommend process enhancements.
- Perform other department duties related to his/her position as directed by the Head of the Department.

2. About You - Minimum Standard Qualifications;

- A Bachelor's Degree or Equivalent with Minimum 4 years of job-related experience.
- Working knowledge of HR functions and HR Systems.
- Proven experience in HR Service Delivery, shared services, or employee relations.
- Proven experience in demonstrating flexibility to meet the changing demands of the business.
- Strong knowledge of HR processes and best practices.
- Exceptional English language skills, both spoken and written.
- A recognised accreditation in Human Resources is preferred.



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3. About You - Other Desired Competencies & Skills;

- A knack for simplifying complex information.
- Proven ability to work under pressure to defined time scales.
- Ability to prioritise and manage multiple projects/tasks.
- Excellent customer service and relationship management skills.
- Sound judgement, good problem-solving and analytical skills.
- Continuous process improvement capability.
- Ability to work under pressure to meet short deadlines

4. 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 **January 19, 2025**. Please apply via the link: <https://erecruitment.rwandair.com/>