

JOB ADVERTISEMENT – HR HELPDESK ADMINISTRATOR

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

Are you passionate about people, problem-solving, and making work-life better for employees? Do you want to launch your HR career in a fast-paced, high-flying industry? If yes, then we would love to have you on our team!

Job Purpose

As our new HR Helpdesk Administrator you will be responsible for responding to queries and issues related to HR policies, procedures, and programs, and providing effective solutions or escalating the issue to the appropriate HR representative. The role is responsible for ensuring that employees receive timely and accurate information and support. This role is primarily accountable for the management of the Customer Relationship Management process (either manually or through an assigned ERP system) which will allow management to accurately track both query type and resolution efficiency.

We need an HR Helpdesk Administrator to be the go-to person for employee inquiries, HR processes, and administrative support.

1. Key Duties and Responsibilities:

- Respond to employee queries and issues related to HR policies, procedures, and programs in a timely and professional manner.
- Provide accurate and up-to-date information to employees, avoiding errors or mistakes that could result in confusion or additional issues.
- Work with the relevant HR team to identify the root cause of HR-related issues and provide effective solutions, or effectively escalate the issue to the appropriate HR subject matter expert if necessary.
- Maintain accurate records (either manually or in the assigned CRM system) of employee interactions, including the nature of the query or issue, the actions taken to resolve it, and any follow-up required
- Collaborate with other HR representatives to provide seamless service to employees and identify how to optimise processes for long-term resolution.
- Stay up-to-date on changes and developments within HR and the business that could impact employee queries or issues and will allow for quick resolution.
- Ensure that employees are satisfied with the service provided, by responding to queries with empathy, providing effective solutions, and demonstrating a commitment to exceptional customer service.
- Support the HR Services Specialist on HR services and administration-related matters.
- Give input into HR Policies and use the data from the query tracking system (database) to support decision-making.

- Provide daily data to the HR Digital & Employee Experience Specialist to help build dashboards and reports to support both business and HR leadership with insights.
- Perform other department duties related to his/her position as directed by the Head of the Department.

2. Desired Profile

a. Minimum Standard Qualifications;

- A Bachelor's Degree with Minimum 2 years of job-related experience.
- Working knowledge of HR Administration.
- Proven experience in demonstrating flexibility to meet the changing demands of the business.

b. Other Desired Competencies & Skills;

- Proven ability to work under pressure to defined time scales.
- Excellent English language skills, both spoken and written.
- Ability to prioritize 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.

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