

RwandAir Ltd is the flag carrier airline of Rwanda. It operates domestic and international services to East Africa, Central Africa, West Africa, Southern Africa, Europe and the Middle East from its main base at Kigali International Airport. Our mission is to provide unsurpassed, safe, and reliable services in air transportation, including strategically linking Rwanda with the outside world while ensuring a fair return on investment. As part of the expansion strategy, we are looking for interested, qualified, and competent candidates to fill the following position:

Job Title: Sales & Ticketing Agent
Reports to: Ticketing Supervisor
Department: Commercial
Duty Station: Bujumbura, Burundi

Job Purpose

The Customer Services Agent is responsible for providing excellent service to customers in terms of ticketing reservations and WB products to generate sales and ensure customer satisfaction and loyalty.

1. Key Duties and Responsibilities

- Do reservations and ticketing for all WB clients to generate sales;
- Fare quotes to all WB clients to provide the best applicable fares and generate sales
- Recruit and handle existing and prospective frequent fliers to win and retain loyalty;
- Printing and reconciling of sales returns to accounts for daily sales;
- Promote WB products and services to create awareness and generate sales and revenue;
- Promote direct telephone sales to reduce distribution costs and generate sales.

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

- Bachelor's degree in Travel & Tourism, Business, Sales, Marketing, or a related field
- At least 2 years of experience in a travel agency;
- English (Spoken: Fluent, Written: Excellent);
- Knowledge of French will be an added advantage;
- Customer focus;
- Good communication skills;
- Pleasant personality/approachable;
- Advanced Computer Skills.

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