

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: Airport Services Agent (Nationals/Legal Residents Only)
Department: Ground Services
Duty Station: Harare, Zimbabwe

Job Purpose

Assist in overseeing the day-to-day smooth and safe operations of flights

1. Key Duties and Responsibilities:

- Plan tasks and assign them to the ground handling staff and ensure efficient, smooth operations
- Assist in monitoring operations/activities handled by staff/handling agents to enhance efficient service delivery and maintain schedule integrity
- Liaise with other service providers to ensure safe operations and on-time departure
- Prepare pre/post flight departure reports for records maintenance and performance analysis
- Brief/Debrief flight crew and handling agents to establish smooth flight operations
- Contribute to the definition and development of RwandAir products portfolio, particularly Airport services
- Ensure all flights are handled in accordance with company standards and the country's laws for smooth and safe operations
- Ensure cost-effective service delivery within the agreed scope and standards.
- To ensure that staff levels and shift patterns are optimised.
- To ensure a safe and secure environment in compliance with relevant legislative /industry requirements.
- To ensure suitability, trained/qualified/competent staff are placed through the working areas.
- Routine monitoring of safety and quality critical activities within areas of operations.
- Place catering orders based on booked loads to meet passenger needs/expectations

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

- A minimum of a bachelor's degree
- Relevant IATA/AMADEUS World Tracer qualification
- Certificate in relevant computer applications
- Experienced delivering service in a demanding consumer service environment
- Customer service experience hospitality/airline industry
- Knowledge of airport services and baggage enquiry operations.
- Commercial acumen with an overall knowledge of airline operations.
- An excellent command of the English language (written and verbal) is essential.
- Process oriented
- Knowledge of IATA recommendations to airlines/travel agencies for selling in the market.

- Fluency in English and knowledge of French is an added advantage

3. How to Apply:

- An application letter addressed to the Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Copies of notarised degree/Diploma certificates;
- Relevant certificates, including Certificate of Services, where applicable;
- Copies of academic papers;
- A photocopy of the Passport/National ID;
- Three referees;

The deadline for submitting application documents (**Only PDF Format**) is **November 09, 2025**. Please apply via the link: <https://erecruitment.rwandair.com/>