

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: IOCC Duty Manager
Reports to: Director Ground Services
Department: Ground Services
Section: IOCC
Location: Kigali International Airport

Job Purpose

The IOCC Duty Manager Ground Services is responsible for coordinating and monitoring all aspects of ground operations in collaboration with various departments to ensure efficient, safe, and secure flight operations. This role serves as a key liaison between the IOCC and ground handling teams, ensuring smooth communication and timely resolution of operational issues.

1. Key Duties and Responsibilities:

- Monitor and coordinate RwandAir and customer airlines' flight schedules to minimize delays and disruptions.
- Communicate and coordinate with all operations departments regarding operational issues and provide updates to the IOCC team.
- Collect and disseminate information related to efficient and timely flight operations.
- Ensure compliance with relevant legislative and industry requirements to maintain a safe and secure environment.
- Monitor and report inconsistencies, occurrences, and reoccurrences in ramp operational activities.
- Ensure non-compliances reported from evaluations are addressed within the provided timeframe, identifying root causes and implementing corrective actions.
- Gather and report safety hazards, incidents, security threats, and occurrences from ground staff to the relevant departments (e.g., Safety, Security) as per the Safety Management System.
- Coordinate with Airport Ground controllers to assign convenient parking bays, prioritizing passenger safety and comfort.
- Liaise with the Ramp Handling Manager and other Ground handling stakeholders to ensure efficient resource allocation and adherence to Service Level Agreements (SLAs).
- Contribute to the development and implementation of standard operating procedures and quality control measures for ground handling operations.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in any field/IATA diploma
- Minimum of 5 years of experience in airline ground operations, with at least 2 years in a



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- supervisory or Turnaround roles
- Thorough understanding of Ground handling operations
- Excellent verbal and written communication skills in English or French
- Proficiency in using Departure Control Systems (DCS) and other relevant software.

3. About You – Other Desired Competencies & Skills;

- Strong leadership and communication skills
- Problem-solving and decision-making abilities
- Ability to work effectively in a fast-paced, high-pressure environment
- Customer service-oriented
- Proficient in using relevant computer systems and software.

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 05, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.