

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: **Manager, Commercial Business Intelligence**

Reports to: **Chief Commercial Officer**

Department: **Commercial**

Location: **Kigali International Airport (KIA)**

Job Purpose

To lead the commercial analytics and business intelligence function at RwandAir, supporting data-driven decision-making across the Commercial Department. The Commercial Business Intelligence Manager is responsible for designing reporting frameworks, delivering actionable insights, and enabling performance monitoring across sales, network, pricing, distribution, loyalty, and customer experience verticals.

1. Key Duties and Responsibilities:

a. Strategic Duties

- Serve as a strategic liaison between the Commercial and Finance departments to ensure alignment of revenue reporting, budgeting, and forecasting assumptions.
- Provide financial modelling support for route launch cases, codeshare proposals, and new commercial initiatives.
- Provide the Chief Commercial Officer with analytical insights that shape strategic direction and commercial planning.
- Develop forecasting models and scenario planning simulations in support of pricing, network expansion, and budget setting.
- Coordinate with Sales, RM, Distribution, Loyalty, and Marketing teams to define relevant KPIs and tracking metrics for each business area.
- Lead monthly and quarterly performance reviews by providing analytical insights, market trends, and data-backed recommendations.
- Identify gaps in data capture, visibility, or reporting granularity, and propose enhancements or integrations.
- Work with IT and external vendors to support data warehouse evolution and reporting architecture upgrades.
- Produce executive-level commercial performance packs, CCO dashboards, board briefings, and investor reports when required.
- Monitor competitive intelligence, benchmarking RwandAir's performance against industry peers across KPIs such as RASK, CASK, LF, and revenue mix.
- Support ad hoc strategic projects such as network expansion business cases, commercial audits, or partner evaluations.

b. Operational

- Design and implement commercial performance dashboards and automated reporting tools covering sales, load factors, revenue, agency performance, route profitability, and channel performance.
- Support reconciliation between commercial flown revenue reports and financial statements, working closely with Revenue Accounting.
- Collaborate with Finance on monthly variance analysis related to commercial targets, overheads, and route contribution margins.
- Assist in validating and tracking PLB, incentive payouts, and commission accruals from a commercial standpoint.
- Support Finance in compiling inputs for commercial elements of management accounts, board reports, and audits.
- Ensure commercial data integrity in cost vs. revenue analysis used for pricing, planning, and strategic decision-making.
- Manage the collection, integrity, and transformation of commercial data from various systems including PSS, MIDT, BI tools, CRM, and web analytics platforms.
- Drive adoption of BI tools across commercial functions; provide training and capacity building for end users.
- Ensure quality assurance of all published commercial data and maintain alignment between operational, sales, and financial data sets.
- Ensure full compliance with internal data governance and privacy standards.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Statistics, Economics, Data Science, Business Analytics, Finance, or related quantitative field
- Minimum 7–10 years' experience in Business Intelligence, Data Analytics, or Commercial Analytics roles
- Prior experience within an airline industry.
- Proficiency in using BI tools such as Power BI, Tableau, Qlik, or similar platforms.
- Hands-on experience with airline commercial data systems such as PSS/DCS, MIDT, BSP, web analytics tools, or CRM platforms.
- Demonstrated ability to develop dashboards, automate reports, and deliver executive-ready performance insights.
- Experience collaborating with Finance or Revenue Accounting teams on revenue reconciliation, budgeting, or variance analysis.
- Track record of effective collaboration across Sales, Revenue Management, Marketing, Digital, and Distribution functions.
- Strong forecasting, financial modelling, and performance measurement skills.
- Familiarity with SQL, large datasets, or data quality management tools.
- Relevant professional certifications in analytics, business intelligence, or project management.

3. About You – Other Desired Competencies & Skills;

Essential

- Strong analytical skills with the ability to translate data into actionable insights for commercial decision-making.

- Advanced proficiency in Power BI, Tableau, or equivalent data visualization tools.
- Proficient in SQL or equivalent data querying tools for analysis and reporting.
- Excellent command of Microsoft Excel, including advanced modelling and forecasting functions.
- In-depth understanding of airline commercial performance metrics (e.g., RASK, CASK, LF, yield, market share, revenue mix).
- Strong communication and presentation skills with the ability to deliver compelling business stories to executive audiences.
- Experience working with airline commercial systems (e.g., PSS/DCS, MIDT, BSP, GDS, or CRM platforms).
- High attention to detail and a strong sense of data accuracy and integrity.
- Working knowledge of Python or R, with familiarity in key data science libraries such as Pandas, NumPy, Scikit-learn, and Seaborn (for Python), or tidyverse, forecast, and Shiny (for R).
- Experience supporting commercial finance processes such as budgeting, revenue forecasting, and variance analysis.
- Demonstrated ability to collaborate across functions including Sales, RM, Digital, Marketing, and Distribution.
- Familiarity with airline data privacy, audit standards, and governance frameworks.
- Experience building commercial business cases, scenario planning models, or profitability tools.

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 13, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.