



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: Call Center Agent

Department: Commercial

Duty Station: Town Office

Job Purpose:

To provide exceptional customer service and sales support through telephone, email, and live chat channels. The Call Center Agent is responsible for handling reservations, responding to passenger inquiries, resolving complaints, and promoting RwandAir products and services. The role requires a customer-centric mindset, attention to detail, and a sound understanding of airline systems and procedures.

1. Key Duties and Responsibilities;

Operational

- Respond promptly and professionally to inbound calls, emails, and chats from customers, travel agents, and corporate clients.
- Make reservations, issue tickets, revalidate or reissue bookings in accordance with fare rules and airline policies.
- Provide accurate information on flight schedules, fares, baggage policies, visa requirements, and other travel-related queries.
- Promote and upsell RwandAir products including excess baggage, seat selection, lounge access, and last-minute upgrades.
- Resolve customer issues such as delays, cancellations, name corrections, refunds, and complaint follow-ups.
- Follow standard operating procedures (SOPs) and service-level guidelines to ensure consistency and quality.
- Escalate complex cases to the Team Leader or Supervisor in a timely and professional manner.
- Capture and update customer profiles in the CRM system to ensure accurate and complete records.
- Support outbound campaigns, feedback surveys, and ancillary product promotions as required.
- Adhere to payment handling protocols, data privacy standards, and PCI DSS compliance requirements.
- Meet individual KPIs including call handling time, CSAT score, adherence, and ticketing accuracy.
- Participate in ongoing training and refresher programs to stay current on product updates and system changes.
- Contribute to a positive and collaborative team environment and provide peer support when needed.



RwandAir

Fly the dream of Africa

2. About You - Minimum Standard Qualifications;

Essential

- A Bachelor's degree in a relevant field often Communications, Sales & Marketing, Hospitality Management, Travel & Tourism Management, or Business Studies.
- Minimum of 2 years' experience in customer service, preferably within cargo, logistics, or airline operations.
- Being computer literate, with familiarity using typical office software and ideally CRM systems / call centre software.
- Language skills fluency in English is essential; French, Kinyarwanda, and Swahili are often listed as additional advantages

3. About You - Other Desired Competencies & Skills;

Essential

- Excellent verbal and written communication ability to speak and write clearly.
- Active listening and empathy to understand customer needs, clarify information, handle complaints, and diffuse tense or upset clients.
- Interpersonal & presentation skills, plus the ability to build rapport and trust with clients
- Customer focus, commitment to delivering excellent customer service consistently, with patience and adaptability to different customer personalities.

4. 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 **April 02, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>