

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: MCC Duty Manager
Reports to: Manager MCC
Department: Technical
Location: Kigali International Airport

Job Purpose

- To improve the overall aircraft performance and continued airworthiness by leading a team that provides a front line review of fleet operational performance and in depth technical recommendation on current and emergent aircraft/ fleet issue.
- To improve aircraft availability by providing continuous monitoring of aircraft status and the identification of fleet production reliability and operational performance issues. To further manage individual AOG events at the request of the Manager MCC during the shift.
- Ensuring the highest standard of Support, Service and Technical Dispatch Reliability are provided to the RwandAir Operation and RwandAir Customers.

1. Key Duties and Responsibilities:

a) Operational

- To work on a continuous shift basis to provide support and instruction for MCC staff
- Monitors OEM Aircraft Health Management systems to assess respective fleet condition and recommend rectification actions
- Actively involved in recovery of AOG aircraft by coordinating all stakeholders.
- During the shift, coordinates all activities of the MCC, including coordination with all stakeholders. Provides an updated fleet technical status
- Monitor the serviceability and technical dispatch reliability of the fleet, raise deficiencies to the appropriate department or section and follow-up for corrective action
- Notifies all stakeholders of any condition requiring dispatch outside MEL scope. Evaluates the restrictions and actions to be taken for such conditions.
- Develops and updates Technical manuals to improve processes and procedures with respect to MCC. Develops, recommends and implements processes and procedures to contribute towards improving aircraft availability and reliability.
- Review, in coordination with the fleet team leader, current fleet defect management and raise recommendations for control and rectification as required
- Attend and contribute to daily operational meetings. Actively contribute towards technical Dispatch reliability issues
- Responsible to ensure timely incident reporting related to Technical and ensuring that all data is duly captured
- Manages Shift handovers, reviews and maintains the handover files and ensures follow-up of open items
- Supports and reviews daily, monthly and annual MCC fleet performance reports. Provides



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recommendations to reverse negative trends

- Provide technical liaison with RwandAir engineering department, OEM's, Vendor's and outside agencies as required.
- Implements a rigid process for review, control and monitoring of Technical logs, Concessions, Minimum Equipment List expiry/extension, outstation debriefs, shift action plan feedback.
- Develops procedures for effective communication and relationships within the technical services group to contribute to improved aircraft availability.
- During the shift, responsible to ensure that all appropriate legislative and Company Procedures are adhered to in order to ensure that the Company remains compliant and fleet airworthy.
- Responsible for SMS during the shift
- At the request of Manager MCC, joins the emergency response team when required
- Implement procedures for managing the Flight Spares Kits and spares positioned at outstations
- Develop the team working under her/him, with a responsibility to develop Rwandan nationals
- Carry out competence Assessment of the team working under her/him
- Perform other duties assigned or act in a capacity as directed by Line Manager or Director of Technical Services

b) Management & Leadership

- Establish the department or teams objectives and priorities to align with and support business objectives.
- Regularly evaluate the department or teams objectives, plans, procedures and practices, and makes appropriate changes if needed.
- Oversee and supervise employees. Direct daily activities, recruit, train, develop and discipline to ensure a high standard of service delivery.
- Train and develop other employees, to ensure succession planning is in place.
- To be committed and contribute to the National talent development, by coaching the national developpees, preparing them for a career with boundless potential. Leading to the program's continued growth and success.

c) Personal Development

- Take responsibility for own ongoing personal development and growth of expertise.
- Keep abreast with any market trends and developments
- Assist in the response to any emergency or a major operational disruption affecting RwandAir or its subsidiaries.
- Train Rwanda staff in various duties as per business requirements

d) Data Protection

- Ensure that in performance of the role, all uses, disclosures and requests of any information (in any form) are done in accordance with data protection principles adopted by the RwandAir Group and are limited to what is reasonably required to accomplish the intended business purposes of the use, disclosure or request.
- Comply with all relevant company policies and procedures regarding the use, processing,

disclosure and security of any information (in any form) and ensure that all staff under my direct supervision are aware of and comply.

- Consult the Group's Data Protection Officer in matters related to data protection and privacy as appropriate.
- Ensure the confidentiality, security and protection of all information handled in the course of duties is maintained at all times from unauthorised access, use, disclosure, disruption, deletion/destruction, corruption, modification, inspection or recording.

e) Safety

- Responsible to ensure that employees at all levels understand work health and safety requirements and expectations through provision of relevant RwandAir Group induction, information, instruction, training and supervision.
- Ensure compliance to all relevant safety, security, quality and environmental management policies, procedures and controls across the operation to assure employee safety, security, legislative compliance and delivery of high quality service with a responsible environmental attitude.
- Ensure that all managers and supervisors understand work health and safety requirements and expectations to the extent that they can pass on relevant information, identify training needs and provide appropriate supervision in their workplace.
- Take a direct and personal interest in reported injuries, incidents, near misses and hazards to ensure that appropriate reporting, investigation and response is being achieved.

2. About You – Minimum Standard Qualifications;

Essential

- Diploma in Aircraft Maintenance or Trade or vocational aircraft maintenance qualification or Degree (B.Eng., BSc) or equivalent in aircraft engineering + holds minimum 1 full RwandAir main fleet ICAO/RCAA license and approvals plus 5 years MCC experience, with at least 2 years of which should be in supervisory/management position.

3. About You – Other Desired Competencies & Skills;

Environmental Competencies

Apply:

- Contribute towards RwandAir Environmental Objectives and targets and the implementation and maintenance of the Environmental Management System.
- Apply environmental knowledge and principles in your role, and incorporate this into business processes and decision making, to drive efficiencies and reduce environmental and operational risks.

Job Specific Skills:

Essential

- Determining the kind of tools and equipment needed to do a job.
- Controlling operations of equipment or systems.
- Understanding written sentences and paragraphs in work related documents.
- Managerial skills - Ability to delegate work, set clear direction and manage workflow. Strong mentoring and coaching skills. Ability to train and develop subordinate's skills. Ability to foster teamwork among team members.



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- Using mathematical analysis to solve problems

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 **May 23, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.