

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: **Baggage Services Agent**
Reports to: **Baggage Services Supervisor**
Department: **Ground services**
Location: **Kigali International Airport**

Job Purpose

To provide frontline support in handling baggage-related services, including assisting passengers with delayed, damaged, or missing baggage, and ensuring timely reporting, tracing, and resolution in line with airline procedures and customer service standards. The role contributes to delivering a smooth baggage experience by coordinating with ground handling teams, using systems like WorldTracer, and maintaining accurate documentation.

1. Key Duties and Responsibilities:

- 1) **Baggage Tracking:** Utilize baggage tracking systems such as SITA WorldTracer, BRS and CM - Amadeus to monitor the status and location of passengers' baggage. Daily updates in of SITA WorldTracer. Initiate and manage tracing processes daily for delayed or misrouted baggage, updating the system with relevant information in FF, SI and FI.
- 2) **Safety, Secure, Quality and Environment:** Promote and maintain safe, secure and cost-effective operation for operating airline operations and ensure compliance with the relevant industry/legislative requirements and company procedures to ensure a healthy and safe work environment.
- 3) **Baggage Tracing:** Communicate to Station Managers, GHAs, guests on delayed baggage status to increase the tracing speed and prompt feedback to guests. Monitor the quality of tracing files opened and closed (including RL – Reason for Loss, CS - Costs, FS – Fault Station). Validate and monitor timely opening and closure of baggage files in Outstations. Monitor MSF and ensure correct entries are captured
- 4) **Store Management:** Organize the baggage storage area to facilitate efficient tracking and retrieval of the baggage. Consider dividing the storage area into sections for different customer airlines, flights or destinations. Have daily records of all baggage before entering or exiting them to/from the baggage storage.
- 5) **Claims and communication:** Interact with passengers at baggage claim areas, providing assistance, information, and support regarding their baggage. Address passenger and outstation inquiries, concerns, and complaints related to baggage promptly and professionally by all available forms of communication.
- 6) **Documentation and Reporting:** Maintain accurate records of all baggage-related activities, including incidents, damages, or issues. Generate reports on baggage handling performance, tracking metrics, and any notable occurrences. Sharing daily reports of what you performed during a shift.



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- 7) Operational Coordination: Collaborate with ground operations teams, airline staff, and other airport departments to ensure a smooth flow of baggage through various checkpoints. Communicate effectively to address operational issues and maintain efficient baggage handling processes for both RwandAir and Customer airlines.
- 8) Baggage Handling equipment: Monitor the conveyor belts, conveyor screen and other machinery efficiently whenever the bags are being delivered from ramp to the arrival hall. Ensure belt screens are well updated with correct arrival times and belt numbers through which bags will go through.
- 9) Lost and Found Items on board: Assist passengers in the recovery of lost or misplaced items, coordinating with relevant departments or stations by using Amadeus to track passengers contacts.
- 10) Training and Development: Participate in training programs to stay updated on industry best practices, regulations, and technological advancements. Train and mentor new staff members in baggage handling procedures.

Main working relationships

Directly responsible to: Baggage Service Supervisor

Functional relationships with: All Supervisors

2. Education and experience

- 1) Bachelor's degree
- 2) Certificate in relevant computers applications
- 3) Customer service experience hospitality/airline industry
- 4) Experienced delivering service in demanding consumer service environment

Knowledge, skills and abilities

- 1) An excellent command of the English language (written and verbal) is essential for interacting with passengers, airline staff, and other stakeholders.
- 2) A strong focus on providing excellent customer service, addressing passenger inquiries, and resolving issues promptly and professionally.
- 3) Ability to think on your feet and effectively resolve issues related to mishandled baggage or passenger concerns.
- 4) A high level of attention to detail is crucial for accurately handling baggage, ensuring proper tagging, and avoiding errors in data entry.
- 5) Ability to work collaboratively with other airport and airline personnel, including ground handlers, customer service representatives, and supervisors.

Familiarity with computer systems and Microsoft Packages

3. 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



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The deadline for submitting application documents (**Only PDF Format**) is **July 22, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.