



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:

Are you passionate about delivering exceptional HR support and creating seamless employee experiences? Do you thrive in dynamic environments where your expertise in service delivery can make a real impact? Then we would love to have you on our team!

Job Title: HR Services Specialist
Reports to: Senior Manager HR Systems & Services
Department: Human Resources
Duty Station: Kigali International Airport (KIA)

The Role:

As our HR Service Specialist, you will be at the heart of transforming how we deliver HR Services. You will be the go-to person for managing employee inquiries, optimizing HR processes, and ensuring efficient service delivery. The role offers the opportunity to shape our service model from ground up – bringing fresh ideas, innovative solutions, and a proactive approach to supporting our expanding team.

You will provide a comprehensive support layer to the HR Systems & Services team in all matters relating to employment terms and conditions of all employees, while taking direct responsibility for all HR services activities by ensuring professional HR support is provided in a speedy and effective manner.

1. Key Duties and Responsibilities;

- Provide responsive, efficient, and high-quality HR support to employees across the business.
- Manage and resolve HR inquiries related to policies, and onboarding with speed and professionalism.
- Issues standard HR letters to employees, departments and external organizations within the parameters of internal and external service deliverable standards.
- Supports employees in using the ERP system effectively and helps to create new employees, update and process of personal data and information including banking details, marital status, educational data etc.
- Verification of supporting documents for update of personal/dependant information in ERP system.
- Maintenance of employee records both physical and within the ERP system in line with the policy & procedures.
- Implement and continuously improve HR service processes and self-service tools to enhance employee experience.
- Use data and feedback to identify trends and recommend process enhancements.
- Perform other department duties related to his/her position as directed by the Head of the Department.



2. About you - Minimum Standard Qualifications;

- A Bachelor's Degree or Equivalent with Minimum 2 years of job-related experience.
- Working knowledge of HR function and HR Systems.
- Proven experience in HR Service Delivery, shared services, or employee relations.
- Proven experience in demonstrating flexibility to meet the changing demands of the business.
- Strong knowledge of HR processes and best practices.
- Exceptional English language skills, both spoken and writing.
- A recognised accreditation in Human Resource preferred.

3. About you - Other Desired Competencies & Skills;

- A knack for simplifying complex information.
- Proven ability to work under pressure to defined time scales.
- Ability to prioritize and manage multiple projects/tasks.
- Excellent customer service and relationship management skills.
- Sound judgement, good problem solving and analytical skills.
- Continuous process improvement capability.
- Ability to work under pressure to meet short deadlines.

4. How to apply:

- An application letter addressed to Chief HR & Administration Officer;
- Recent Curriculum Vitae;
- Notarized copies of Relevant certificates / diplomas,
- Copies of Academic papers.
- A photocopy of Passport/National ID
- Three referees

The deadline for submitting application documents (in PDF Format Only) is **September 04, 2026 at 17:00 PM** local time. Please apply via the link: <https://erecruitment.rwandair.com/>

NB: Only shortlisted candidates will be contacted.