

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: Onboarding Officer
Reports to: Workplace Admin Specialist
Department: HR & Administration
Location: Kigali International Airport

Job Purpose

Every great RwandAir journey starts with a great first day. The Onboarding Officer owns that first impression – coordinating a seamless, well-organised onboarding experience for every new joiner, from offer acceptance through to a confident first week on the job. This is a hands-on, detail-driven role for someone who thrives on structure, loves getting things right the first time, and wants their fingerprints on the employee experience from day one.

Key Duties and Responsibilities:

Onboarding Coordination

- Coordinate end-to-end onboarding logistics for new hires, including offer documentation, ID/access requests, workstation and system set-up, and welcome packs.
- Schedule and confirm new joiners' induction sessions, department orientations, and Day 1 arrangements with hiring managers.
- Maintain accurate, up-to-date new hire records and onboarding trackers, flagging delays or gaps proactively.
- Serve as the new joiner's first point of contact, answering onboarding-related questions and troubleshooting issues as they arise.

Administration & Compliance

- Ensure all pre-employment documentation (contracts, background checks, medicals, certifications) is complete and filed correctly before start date.
- Support the HR Business Partnering team with onboarding data for reporting and audit purposes.
- Maintain compliance with RwandAir policies and Rwandan labour regulations throughout the onboarding process.

Experience & Culture

- Champion a warm, professional first impression of RwandAir for every new employee.
- Gather onboarding feedback and suggest practical improvements to the process.
- Support broader HR Administration initiatives and projects as required.

About You – Minimum Standard Qualifications;

Bachelor's Degree in Human Resources, Business Administration, or a related field, with 0–2 years of relevant work experience.

Essential

- Strong organisational skills and meticulous attention to detail.
- Comfortable managing multiple onboarding cases simultaneously against tight timelines.
- A genuine people-first attitude with excellent interpersonal skills.
- Working knowledge of HR administration processes and documentation.

About You – Other Desired Competencies & Skills;

Previous Experience: Essential

- Internship, attachment, or entry-level experience in HR, administration, or customer-facing roles is an advantage.
- Proactive, can-do approach to problem-solving.
- High integrity and discretion in handling confidential information.
- Ability to work calmly under pressure during peak hiring periods.

Job Specific Skills: Essential

- Excellent written and verbal communication skills.
- Strong planning, coordination, and follow-through skills.
- Confident user of MS Office and HR information systems.
- Ability to build rapport quickly with new employees and stakeholders across departments.

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 **11th September 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.