

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: Tour Operator (TO) / Leisure Supply Analyst
Reports to: Tour Operator (TO) / Leisure Supply Specialist
Department: Commercial
Location: Kigali International Airport – Town Office

Job Purpose

To support data-driven decision-making across RwandAir's leisure travel product portfolio by analyzing booking trends, supplier performance, product profitability, and market competitiveness. The TO / Leisure Supply Analyst plays a key role in reporting, forecasting, and tracking the effectiveness of leisure packages and tour operator partnerships across all serviced destinations.

1. Key Duties and Responsibilities:

Operational

- Collect and analyze booking, cancellation, and revenue data related to WB Holidays and leisure partner bookings.
- Track partner performance including hotel occupancy, package conversion rates, and customer satisfaction scores.
- Generate dashboards and reports on route-specific leisure uptake, average booking value, and top performing destinations.
- Evaluate the commercial impact of campaigns and bundled offers; measure ROI and sales uplift.
- Monitor price competitiveness of RwandAir holiday packages against regional OTAs and competitors.
- Support fare filing and pricing teams by recommending package price points based on market demand and cost inputs.
- Provide detailed analysis to support supplier reviews, contract renewals, and rate renegotiations.
- Develop and maintain a centralized leisure product database with inventory tracking, contract timelines, and rate validity calendars.
- Identify low-performing products or suppliers and recommend corrective actions based on trend analysis.
- Assist in the creation of route and destination readiness reports during new route launches or special campaigns.
- Contribute to forecasting of leisure sales targets based on seasonality and historical trends.
- Support the Leisure Supply and WB Holidays team in preparing executive presentations and product performance reviews.
- Track customer feedback and survey results to correlate with product quality and recommend product or supplier changes.

- Collaborate with digital teams to monitor click-through rates, online booking behavior, and product visibility performance.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Aviation Management, Economics, Tourism, Business Analytics, Finance, Statistics, or Business Administration
- 2–4 years' experience in airline leisure products, tour operations analytics, commercial analysis, or travel industry data roles
- Experience working with airline commercial functions such as Sales, Revenue Management, Pricing, Network Planning, or Distribution
- Exposure to flight-inclusive holiday products and airline-led leisure platforms (e.g., WB Holidays, OTA holiday engines)
- Experience analyzing route-level leisure demand, seasonality, and destination performance
- Working knowledge of airline inventory concepts including capacity, load factor, yield, and fare families
- Experience handling commercial data from airline systems such as PSS, MIDT, CRM, BI tools, or digital analytics platforms
- Experience supporting supplier performance reviews (hotels, DMCs, excursion providers) using datadriven insights
- Experience supporting route launches or seasonal capacity adjustments from a leisure demand perspective
- Proficiency in Excel and business intelligence tools (Power BI, Tableau, or similar)

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong analytical skills to evaluate leisure package performance by route, destination, season, and channel
- Ability to link leisure supply performance to flight load factors, revenue stimulation, and capacity utilization
- Understanding of airline commercial economics, including revenue contribution vs. cost-to-serve
- Ability to analyze pricing parity, margin, and competitiveness of airline holiday packages
- Strong skills in forecasting leisure demand to support route performance and seasonal planning
- Ability to track supplier KPIs such as sell-through, conversion rate, margin contribution, and cancellation rates
- Capability to support commercial negotiations with data on pricing benchmarks and performance trends
- Strong collaboration skills with Revenue Management and Pricing teams to align package offers with fare strategy
- Ability to assess promotional effectiveness and ROI of leisure campaigns
- Strong attention to data accuracy, consistency, and commercial relevance



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- Ability to prepare clear performance dashboards and management reports
- Strong problem-solving skills to identify underperforming destinations or suppliers and propose corrective actions
- Commercial mindset with strong focus on revenue growth, margin protection, and route support
- Good communication skills to translate data insights into actionable commercial recommendations

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 **September 18th, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.