

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: Cargo Customer Services Agent
Reports to: Cargo Customer Services Team Leader
Department: Cargo
Location: Kigali International Airport – Town Office

Job Purpose

The Cargo Customer Services Agent is responsible for managing cargo reservations and delivering exceptional customer service to ensure client satisfaction. The role involves responding to customer inquiries, processing bookings accurately, and providing efficient support, thereby contributing to the overall performance and success of the cargo department.

1. Key Duties and Responsibilities:

Operational

- Handle cargo booking requests from customers, ensuring accurate and efficient processing of reservations.
- Allocate cargo space on flights according to customer requirements and availability, optimizing load factors.
- Confirm reservations and provide customers with booking details and shipment schedules.
- Provide customers with accurate rate quotations based on current pricing and promotional offers.
- Manage booking changes, cancellations, and reallocations to accommodate customer needs and optimize cargo space utilization.
- Maintain and update the reservation system to ensure accurate and up-to-date information.
- Provide prompt and professional customer support, addressing inquiries, resolving issues, and ensuring customer satisfaction.
- Monitor and track shipments, providing customers with timely updates on the status of their cargo.
- Handle customer complaints and issues, working to resolve them quickly and effectively.
- Build and maintain strong relationships with customers to encourage repeat business and customer loyalty.
- Gather customer feedback to identify areas for improvement and enhance service quality.
- Prepare and manage all necessary documentation for cargo shipments, ensuring accuracy and compliance with regulations.
- Ensure all shipments comply with relevant industry regulations, airline policies, and safety standards.
- Coordinate with customs authorities and other regulatory bodies to facilitate smooth shipment processes.
- Maintain accurate and up-to-date records of all cargo transactions, documentation, and



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communications.

- Work closely with other departments, such as operations, finance, and logistics, to ensure seamless service delivery.
- Coordinate with warehouse and ground handling teams to ensure efficient loading and unloading of cargo.
- Collaborate with external partners, such as freight forwarders and logistics providers, to enhance service offerings and customer satisfaction.
- Facilitate effective communication between sales, operations, and customer service teams to ensure alignment and efficiency.
- Monitor key performance indicators (KPIs) related to reservations, customer service, and shipment processing.
- Analyse performance data to identify trends, opportunities, and areas for improvement...
- Prepare regular reports on reservations activities, cargo sales, and customer feedback performance for management review.
- Implement corrective actions based on performance analysis to improve processes and service delivery.
- Identify opportunities to improve reservation and customer service processes for greater efficiency and effectiveness.
- Participate in training programs to enhance knowledge and skills related to cargo reservations and customer care.
- Implement best practices and industry standards to ensure highquality service delivery.
- Leverage technology to enhance reservation processes, improve customer interactions, and streamline operations.
- Assist the sales team in identifying potential customers and generating leads.
- Support promotional campaigns and marketing activities to attract new customers and retain existing ones.
- Engage with customers to understand their needs and recommend appropriate cargo services
- Develop and implement contingency plans to handle disruptions and emergencies in cargo operations.
- Communicate effectively with customers during crises, providing timely updates and resolving issues promptly.
- Ensure that all services provided meet the airline's quality standards and customer expectations.
- Participate in regular audits to ensure compliance with internal policies and industry regulations.
- Conduct surveys and gather feedback to measure customer satisfaction and implement improvements.
- Monitor and control costs associated with cargo reservations and customer service activities.
- Innovation: Propose innovative solutions to improve cargo reservation and customer service processes.
- Provide support and guidance to junior team members to enhance their performance and development.

2. About You – Minimum Standard Qualifications;



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Essential

- Bachelor's degree in Business Administration, Logistics, Transport Management, or related field.
- Minimum of 2 years' experience in customer service, preferably within cargo, logistics, or airline operations.
- Knowledge of cargo handling systems and airline reservations systems. Preferred
- Experience with social media analytics tools (Google Analytics, Hootsuite, Sprout Social, Meta Business Suite, etc.).
- Exceptional writing, editing, and multimedia content creation skills

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong customer service and communication skills.
- Proficiency in MS Office (Word, Excel, Outlook).
- Attention to detail and accuracy in data entry.
- Ability to work under pressure and in a team-oriented environment.
- Fluency in English and Kinyarwanda (French is an added advantage).

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/>.