

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: Commercial Operations Analyst
Reports to: Commercial Operations Specialist
Department: Commercial
Location: Kigali International Airport – Town Office

Job Purpose

To support the analysis, reporting, and strategic planning functions of the Commercial Operations team. The Commercial Operations Analyst is responsible for providing actionable insights on sales performance, route profitability, incentive effectiveness, and channel efficiency. This role enables data-driven decision-making and ensures alignment between commercial execution and regional targets.

1. Key Duties and Responsibilities:

Operational

- Collect, clean, and analyse commercial data from MIDT, BSP, CRM, and GDS sources to support regional sales reviews.
- Track flown revenue, ticket volumes, average fare, load factors, and route-level contribution by market.
- Assist in building dashboards and scorecards that monitor KPIs across retail, trade, corporate, and online channels.
- Evaluate the performance of GSAs, PSAs, and agency networks using standard commercial benchmarks.
- Support backend incentive validation, agency payout tracking, and cost of sale analysis.
- Work with Pricing and Revenue Management to assess fare competitiveness and market dynamics.
- Support route performance modeling including scenario testing, yield analysis, and contribution tracking.
- Help automate reporting tools and streamline monthly performance pack generation for regional managers.
- Identify sales trends, performance gaps, and market opportunities; provide summaries and recommendations to leadership.
- Participate in budget tracking, target setting, and commercial forecasting exercises.
- Assist in tracking the impact of commercial campaigns and provide post-implementation reports.
- Ensure accuracy and integrity of commercial databases and data pipelines across supported regions.
- Generate ad hoc reports and analyses for executive management, strategy teams, and HQ projects.
- Document key insights, assumptions, and decisions in commercial planning cycles.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Business Administration, Economics, Statistics, Finance, Data Analytics, Marketing, or related field.
- Minimum 2–3 years of experience in commercial analysis, revenue management, sales operations, business analytics, or a similar analytical role.
- Experience working with large datasets, reporting tools, and analytical platforms.
- Proven experience supporting commercial functions such as Sales, Revenue Management, Marketing, or Distribution.
- Strong background in data analysis, forecasting, performance reporting, and KPI tracking.
- Experience preparing dashboards, business insights, and management reports.
- Familiarity with airline/aviation commercial operations is an added advantage.

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong analytical and quantitative skills with the ability to interpret trends, forecasts, and performance metrics.
- Proficiency in analytical tools such as Excel (advanced), Power BI, SQL, or other data visualization and reporting tools.
- Strong understanding of commercial KPIs (e.g., revenue performance, load factor, yield, sales performance, market share).
- Ability to develop dashboards, sales performance reports, and business insights for management decision-making.
- Excellent problem-solving skills with the ability to identify operational gaps and recommend process improvements.
- Strong communication skills with the ability to present complex data in clear, concise business language.
- Ability to collaborate cross-functionally with Sales, Revenue Management, Marketing, Cargo, and other commercial departments.
- High attention to detail and accuracy in data reporting and analysis.
- Ability to work with tight deadlines in a fast-paced commercial environment.
- Strong organizational skills with the ability to manage multiple analytical tasks simultaneously.

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