

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: Kigali Stopover Desk Officer
Reports to: Product and Ancillaries Development Manager
Department: Commercial
Location: Kigali International Airport – Town Office

Job Purpose

To coordinate and deliver Kigali Stopover program services for eligible transit passengers, including hotel accommodation, ground transfers, tours, and other bundled benefits. The Kigali Stopover Desk Officer is responsible for liaising with service providers, ensuring accurate bookings, and delivering a seamless customer experience that enhances passenger satisfaction and supports ancillary revenue growth.

1. Key Duties and Responsibilities:

Operational

- Handle day-to-day operations of the Kigali Stopover program, ensuring timely booking and confirmation of services for eligible passengers.
- Liaise with partner hotels, transport providers, and tour operators to secure availability and accurate delivery of services.
- Process bookings received via call center, airport, CTOs, GDS, or digital channels, and respond promptly to customer inquiries.
- Verify passenger eligibility based on fare rules, layover duration, and program terms and conditions.
- Ensure correct invoicing, voucher issuance, and documentation are provided to all participating customers and service providers.
- Track and resolve issues related to no-shows, missed transfers, booking discrepancies, or service complaints.
- Coordinate with Airport Services and Ground Handling for passenger handover, meet-and-assist, and hotel shuttle operations.
- Maintain an up-to-date reservation and inventory tracker for program capacity planning and reporting.
- Assist in onboarding new stopover suppliers and ensuring partner SLAs and standards are met.
- Support promotional efforts and sales training related to the Kigali Stopover product in collaboration with Marketing and Sales teams.
- Collect feedback from customers and stakeholders to support service improvements and partner performance evaluations.
- Prepare daily, weekly, and monthly stopover reports covering bookings, revenue, costs, and operational trends.
- Support internal audits, partner reconciliations, and commercial reviews related to stopover performance.

- Represent the Kigali Stopover Desk in meetings with suppliers, stakeholders, or airport authorities as needed.

2. About You – Minimum Standard Qualifications;

Essential

- Diploma or Bachelor's degree in Travel & Tourism, Hospitality Management, Aviation Management, Business Administration, or a related field
- 1–3 years' experience in airline customer service, travel operations, tourism services, or hospitality roles
- Experience working in an airport, airline, hotel, or tourism desk environment
- Knowledge of RwandAir products, routes, fare families, and ancillary services
- Familiarity with stopover, transit, and short-stay travel programs
- Experience coordinating with hotels, tour operators, transport providers, and tourism stakeholders
- Experience handling bookings, vouchers, and customer itineraries
- Basic knowledge of reservation systems or booking platforms
- Experience supporting sales promotions or tourism-related campaigns

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong customer service skills with ability to engage, assist, and upsell stopover products
- Good knowledge of Kigali tourism offerings, attractions, hotels, and experiences
- Ability to explain stopover packages, inclusions, pricing, and terms clearly to passengers
- Strong coordination skills to manage hotel bookings, transfers, tours, and special requests
- Sales-oriented mindset to promote stopover packages, tours, and ancillary services
- Ability to handle irregular operations (IRROPs) and last-minute itinerary changes
- Strong communication skills (verbal and written)
- Ability to manage multiple passengers and tasks efficiently in a busy airport environment
- Attention to detail in handling vouchers, bookings, and documentation
- Ability to use reservation systems, spreadsheets, and basic CRM tools
- Professional appearance and strong brand representation
- Ability to work shifts, weekends, and public holidays as required
- Cultural awareness and customer-focused attitude

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/>.