

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: E-Commerce Help Desk Specialist
Reports to: E-Commerce Help Desk Manager
Department: Commercial
Location: Kigali International Airport – Town Office

Job Purpose

To provide first-line technical and customer support for RwandAir's online sales platforms. The E-Commerce Help Desk Specialist is responsible for resolving customer issues related to online bookings, payments, account access, and platform usage. The role ensures timely case resolution, professional digital customer service, and accurate ticket escalation in line with service level standards.

1. Key Duties and Responsibilities:

Operational

- Respond promptly to incoming customer queries received via email, live chat, web forms, or social media related to RwandAir's online platforms.
- Troubleshoot and resolve issues related to login access, booking errors, payment failures, voucher redemption, and ancillary purchases.
- Escalate technical issues, bugs, or payment gateway errors to the IT support or product teams with clear documentation.
- Update ticketing systems with case logs, resolution steps, and escalation outcomes as per SOPs.
- Guide customers through self-service options and educate them on how to use the online platforms effectively.
- Assist with testing of newly released features or updates to verify usability and identify early issues.
- Monitor system alerts and coordinate immediate customer communications in case of platform downtimes or disruptions.
- Support fraud detection efforts by flagging suspicious patterns or duplicate transactions.
- Collaborate with Revenue Accounting and Finance to verify failed payment claims and initiate refunds where applicable.
- Support content creation by suggesting FAQ entries and self-help material based on common queries.
- Ensure all interactions reflect RwandAir's tone, service standards, and privacy/security policies.
- Provide feedback to management on system improvements, UX challenges, and recurring customer pain points.
- Assist in training and onboarding of new support staff or interns joining the e-commerce help desk.
- Achieve individual performance targets related to response times, resolution quality, and

customer satisfaction ratings.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Information Technology, Business, Digital Commerce, Computer Science, or a related field.
- Minimum 3-5 years' experience in customer support, IT help desk, digital support, or e-commerce service operations.
- Experience supporting web or mobile-based platforms, preferably in an airline, travel, or e-commerce environment.
- Hands-on experience using ticketing and support tools such as Zendesk, Freshdesk, Jira, or Salesforce Service Cloud.
- Experience handling customer issues related to online booking, payments, user accounts, vouchers, or digital product display.
- Familiarity with troubleshooting browser issues, cookies/cache conflicts, and basic device compatibility problems.
- Exposure to airline systems (PSS, GDS, payment gateways, CRM) is an added advantage

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong problem-solving and troubleshooting skills for digital booking engines, online payments, user login issues, and platform errors.
- Ability to follow structured escalation processes and service-level requirements.
- Good understanding of digital user journeys and common e-commerce failure points.
- Strong communication skills for handling customer queries via email, chat, or phone with clarity and empathy.
- Ability to document common issues, contribute to FAQs, and update knowledge bases.
- Basic analytical skills to identify repeated issues and escalate trends to supervisors.
- Ability to multitask in a fast-paced environment and manage multiple tickets simultaneously.
- Awareness of data privacy, cybersecurity basics, and payment protection standards (e.g., PCI-DSS).
- Team-oriented mindset with ability to collaborate with IT, product teams, and third-party vendors.

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/>.