

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

Job Purpose

To support the execution and maintenance of RwandAir's leisure travel product portfolio by assisting in the sourcing, contracting, and management of hotels, excursions, and ground services. The TO / Leisure Supply Specialist ensures that all leisure offerings are accurately loaded, updated, and competitive across platforms such as WB Holidays. The role works closely with partners, internal systems teams, and frontline sales staff to ensure product readiness and booking ease.

1. Key Duties and Responsibilities:

Operational

- Assist in sourcing and onboarding hotels, transport providers, and tour operators for key leisure destinations.
- Prepare and update product descriptions, rate sheets, images, and cancellation policies in the WB Holidays system.
- Track availability and pricing competitiveness of leisure inventory versus market benchmarks and OTA platforms.
- Support the negotiation and documentation of commercial agreements with suppliers and upload contract terms accurately.
- Liaise with the digital and e-commerce teams to ensure accurate product display, pricing logic, and search functionality.
- Coordinate with reservations and customer service to resolve booking or package fulfillment issues.
- Maintain a product loading calendar to ensure all seasonal offers and blackout dates are accurately managed.
- Assist with promotional campaign preparation by identifying top-selling packages, seasonal trends, and rate fluctuations.
- Review customer feedback and partner service performance reports to flag product quality issues.
- Track booking trends, cancellation rates, and conversion data to support monthly reporting and business reviews.
- Support destination readiness plans during new route launches and promotional pushes.
- Provide sales agents with updated product briefs, quick-reference guides, and destination FAQs.
- Attend familiarization trips and supplier events as required to strengthen product knowledge

and relationships.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Aviation Management, Tourism, Hospitality, Business Administration, Marketing, or a related field
- 3–5 years' experience in airline leisure products, tour operations, or holiday packaging within an airline, tour operator, or OTA environment
- Demonstrated experience working with airline commercial teams (Sales, Revenue Management, Pricing, Distribution, Digital)
- Proven experience contracting and managing hotels, DMCs, ground handlers, and leisure suppliers in airline-served destinations
- Hands-on experience with flight-inclusive package construction and airline inventory dependency
- Experience supporting route launches and network development through destination supply readiness
- Exposure to airline distribution systems and leisure platforms (B2B portals, OTAs, holiday engines)
- Experience analyzing leisure demand in relation to flight schedules, load factors, and seasonal capacity
- Understanding of airline fare families, ancillaries, and stopover products

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong understanding of airline commercial levers including capacity, load factor, yield, and ancillary revenue
- Ability to align leisure supply sourcing with route performance and network priorities
- Strong supplier negotiation skills focused on airline margin protection and revenue contribution
- Ability to structure packages that support off-peak flights, new routes, and underperforming sectors
- Knowledge of airline-led holiday models and tour operator distribution economics
- Ability to assess package performance by route, destination, season, and channel
- Strong coordination skills with Revenue Management to secure inventory and protect yield
- Commercial awareness of fare filing, promotional fares, and net tour rates
- Ability to work with Digital and IT teams on content accuracy, inventory feeds, and product merchandising
- Strong analytical skills to monitor pricing parity, competitiveness, and contribution margins
- Excellent stakeholder management skills with internal airline teams and external leisure partners
- Strong reporting skills with focus on revenue contribution, conversion, and load factor stimulation
- Ability to support airline brand standards and service consistency across leisure suppliers

- Results-driven mindset with strong accountability for commercial performance

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/>.