

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: Call Center Team Leader
Reports to: Call Center Manager
Department: Commercial
Location: Town Office

Job Purpose

To supervise and coordinate the daily activities of a team of call center agents to ensure high-quality service delivery, efficient workflow, and adherence to performance standards. The Call Center Team Leader supports operational excellence, monitors KPIs, and acts as the first level of escalation for customer and agent issues.

1. Key Duties and Responsibilities:

Operational

- Supervise a team of call center agents handling reservations, inquiries, complaints, and ticketing support.
- Monitor agent productivity, adherence, call quality, and service-level KPIs on a daily basis.
- Provide real-time guidance and support to agents during complex or escalated customer interactions.
- Handle call escalations professionally and ensure timely resolution of customer issues.
- Conduct coaching sessions, performance reviews, and skill assessments for team members.
- Ensure agents are updated on current promotions, fare rules, operational changes, and company policies.
- Coordinate shift planning, break schedules, and workload balancing to maintain service levels.
- Monitor system performance (IVR, ACD, CRM) and report any technical issues to the Call Center Manager or IT team.
- Assist in onboarding and training of new agents, including system familiarization and soft skills development.
- Prepare and submit daily activity logs, team KPIs, and incident reports to the Call Center Manager.
- Promote a positive and customer-centric work environment that motivates team engagement and accountability.
- Ensure compliance with data protection, payment handling, and service quality standards.
- Support outbound campaigns, surveys, or special commercial initiatives as directed by the manager.
- Recommend process improvements and contribute to a culture of continuous improvement within the call center.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Business Administration, Marketing, Communication, Customer Service, Hospitality, IT, or a related field.
- Minimum 3 years of experience in a call center or customer service environment.
- At least 1 year of experience in a supervisory, senior agent, or team lead role.
- Demonstrated experience in handling escalations, coaching agents, and overseeing daily call center activities.
- Experience working with CRM systems, call handling tools, and basic reporting dashboards.
- Practical experience with performance metrics such as AHT, CSAT, FCR, adherence, and queue management.

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Strong leadership and team coordination skills.
- Ability to coach, mentor, and motivate call center agents to improve performance.
- Excellent verbal and written communication skills.
- Strong problem-solving abilities, especially during customer escalations or peak call periods.
- Good understanding of call center KPI and how to manage them in real time.
- Ability to monitor calls, conduct quality checks, and provide constructive feedback.
- Competence in preparing daily/weekly performance summaries and assisting in reporting.
- Solid knowledge of call center systems (CRM, telephony platforms, live chat, IVR).
- Ability to multitask, manage queues, and prioritize workload efficiently.
- Customer-focused mindset with strong service recovery skills.
- Ability to collaborate with IT, supervisors, and other departments to resolve service issues.

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 **October 15th, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.