

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: Senior Manager Cargo Operations
Reports to: Director Cargo Services
Department: Cargo
Location: Kigali International Airport – Town Office

Job Purpose

The Senior Manager Cargo Operations at RwandAir is responsible for leading and optimizing all cargo operational activities, ensuring safe, efficient, and profitable movement of goods across the airline's network. The role is pivotal in aligning cargo operations with RwandAir's strategic objectives, regulatory requirements, and customer expectations, while driving continuous improvement, innovation, and operational excellence. The Senior Manager acts as the key interface between the Director of Cargo Services and the operational teams, ensuring seamless execution of cargo strategies and high standards of service delivery.

1. Key Duties and Responsibilities:

Strategic

- Develop and implement cargo operations strategies that support RwandAir's growth, profitability, and market positioning.
- Align cargo operations with the airline's commercial, financial, and customer service objectives.
- Lead the integration of new technologies, automation, and process improvements to enhance operational efficiency and competitiveness. Build and maintain strong relationships with internal and external stakeholders, including ground handling agents, regulatory bodies, airport authorities, and key customers.
- Negotiate and manage contracts, service level agreements (SLAs), and partnerships to ensure optimal service delivery and compliance.
- Prepare, manage, and monitor the cargo operations budget, ensuring cost control and resource optimization.
- Analyze financial performance, identify opportunities for revenue growth, and implement corrective actions as needed.
- Ensure strict adherence to all safety, security, and regulatory requirements (IATA, ICAO, CEIV, GCAA, etc.).
- Oversee the implementation of risk management practices, including dangerous goods handling, incident reporting, and corrective actions.
- Monitor industry trends, competitor activities, and best practices in cargo operations, especially within the Middle East and Africa.
- Recommend and implement improvements based on benchmarking and market analysis.



Operational

- Develop and implement cargo operations strategies, programs, and work plans that drive revenue growth in line with the RwandAir business plan.
- Design and execute tactical plans to ensure continuous expansion of cargo revenue streams.
- Direct network expansion initiatives to optimize hub capacity for feeding and de-feeding operations.
- Manage designated sales territories to achieve sustained revenue and market share growth, leveraging both direct and indirect sales channels.
- Set and adjust annual sales targets, creating comprehensive sales plans that serve as strategic roadmaps.
- Integrate sales and service functions across Cargo Sales, Cargo Control Center, and Cargo Operations to maximize customer satisfaction.
- Demonstrate prudent expense management, operating within approved budget parameters.
- Deploy available resources efficiently to meet operational, safety, and security requirements.
- Monitor and report on financial performance, identifying opportunities for cost optimization and revenue enhancement.
- Ensure all managers and supervisors are trained and supervised in safety requirements.
- Promote a positive safety culture and open safety communication within the department.
- Ensure compliance with all relevant safety and security management policies, procedures, and regulatory standards (IATA, RwandAir, etc.).
- Encourage and facilitate free reporting of safety-related hazards and occurrences.
- Investigate reported hazards and incidents, implementing timely risk control and mitigation measures.
- Attend Safety Action Group (SAG) meetings, ensuring recommended risk controls and mitigations are in place.
- Maintain direct accountability for safety and security performance in cargo operations, reporting threats and incidents as required.
- Develop, implement, and regularly update cargo standard operating procedures (SOPs) and manuals, ensuring alignment with company policy and industry standards.
- Lead continuous improvement initiatives, including automation and process optimization.
- Develop and implement balanced scorecards and key performance indicators (KPIs) for staff, measuring individual and team contributions to cargo sales and operations.
- Exercise authority to make decisions regarding the safety and security of aircraft during cargo loading, ensuring all company and regulatory conditions are met.
- Determine risk tolerability levels for cargo operations, escalating issues as appropriate.
- Maintain clear lines of accountability throughout cargo operations, including direct accountability for safety and/or security at the senior management level.
- Ensure cargo operations are conducted in accordance with all applicable regulations and RwandAir standards.
- Analyze and investigate root causes of reported hazards and safety occurrences, implementing corrective actions for proper closure.
- Maintain accurate and timely reporting of operational performance, incidents, and compliance matters to senior management.



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- Perform other duties assigned by Line Manager or HOD.

Stakeholder Management

- Manage all aspects of contract negotiation, execution, and performance evaluation.
- Build and maintain productive relationships with other departments to resolve cross-functional issues and drive operational cooperation.
- Ensure effective management and supervision of all functions and activities within the scope of cargo operations.
- Support senior leadership with Cargo cost recovery reports and vendor performance analysis.

Management & Leadership

- Develop and maintain a robust succession plan within the department to ensure long-term growth and sustainability.
- Provide leadership, coaching, and development opportunities for junior staff, fostering a high-performance culture and supporting talent retention.
- Mentor and coach team members, developing local talent to support RwandAir's nationalization strategy.
- Foster a culture of accountability, precision, and process improvement.
- Support staff development through structured training, knowledge sharing, and cross-functional exposure.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's degree in Business, Logistics, Aviation, or related field; advanced degree preferred.
- Minimum 8 years' experience in air cargo sales, network planning, or operations, preferably in an airline or trucking or logistics environment; with minimum 2 years in leadership position
- Strong leadership, analytical, and negotiation skills.
- In-depth knowledge of air cargo operations, market dynamics, and regulatory requirements.
- Excellent communication and stakeholder management abilities.
- Proven track record in driving revenue growth and operational efficiency.

Preferred

- Postgraduate degree in Aviation Management, Business Administration, or Logistics.
- Experience in a leadership role for a growing or transforming airline.

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Deciding and Initiating Action.
- Makes prompt and clear decisions which requires urgent actions.
- Leading and Supervising.
- Provides others or junior staff with a clear direction.



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- Sets appropriate standards of behaviour to subordinates.
- Delegates work to subordinates appropriately and fairly.
- Motivates and empowers others/juniors.
- Provides junior staff with development opportunities and coaching.
- Recruits staff of a high calibre.
- Formulating Strategies and Concepts.
- Works strategically to realize organizational goals.
- Sets and develops strategies.
- Delivering Results & Meeting Customer Expectations.
- Sets high standards for quality and quantity.
- Entrepreneurial and Commercial Thinking.
- Keeps up to date with competitor information and market trends.
- Identifies business opportunities for the organization.
- Controls costs and thinks in terms of profit, loss and added value
- Consistently achieves project goals.
- Strong interpersonal and communication skills to influence internal and external stakeholders.
- High integrity and ability to manage sensitive financial and technical data.
- Fluent in English; additional languages (e.g., French or Kinyarwanda) are an asset

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/>.