

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: Crew Control Officer
Reports to: Supervisor Crew Control & Planning
Department: Flight Operations
Location: Kigali

Job Purpose

To provide and maintain oversight of the proper allocation and utilization of RwandAir flight deck and cabin crew members during daily and short-term operations. Maintaining safety standards and contribute to on-time performance by effective crew management. Manage all training recovery activities associated with flight crew training.

1. Key Duties and Responsibilities:

Roster Management & Disruption Recovery

- Continuous tracking, monitoring and modification of the flight deck and cabin crew rosters during day-to-day operations +72 hours in order to ensure 100% on-time flight coverage.
- Proactively adjust crew pairings and rosters to recover from operational delays, weather issues, technical groundings, or sudden crew absences.
- Efficiently deploying standby and reserve crew members to cover operational shortfalls or crew no-shows.
- Communicate all roster changes, duty updates, and flight delays directly and clearly to the affected crew members in a timely manner.
- Ensuring that all changes in crew scheduling are communicated to Operations Control Centre & Crew Logistics.
- Monitoring crew's on-time check in for flights and other duties.

Regulatory Compliance & Safety

- Ensuring all flight deck and cabin crew assignments follow aviation safety rules, RCAA regulations and company policies.
- Analyze and report roster exceedances, compliance violations, or fatigue risks during shifts to preserve flight safety.
- Incorporate and verify line training requirements, line checks, and cockpit qualification profiles when executing crew swaps.
- Maintain accurate and up-to-date records in the Crew Planning System.

Logistics & Collaboration

- Arrange or adjust crew logistical supports, including hotel accommodations (HOTAC), ground transportation, crew catering, and seat bookings.



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- Actively collaborate with Operations Control Centre (OCC), Crew Planning, Fleet Managers and Commercial departments to manage crew constraints.
- Prepare precise daily shift summaries and participate in comprehensive handovers to ensure continuity of coverage across shifts.
- Perform other relevant duties according to operational needs.

2. About You – Minimum Standard Qualifications;

Essential

- Bachelor's or Master's degree in any related field
- One (1) year's minimum experience in the Aviation/Airline industry
- Experience in airline crew scheduling, airport ground operations, flight dispatch or customer service
- Proficiency in Crew Planning / Rostering Systems

3. About You – Other Desired Competencies & Skills;

Job Specific Skills:

Essential

- Solution-oriented with the ability to make quick decisions
- Detail-oriented, with strong attention to accuracy
- Strong communication and negotiation skills
- Computer Literacy (MS Office)
- Fluency in written and spoken English

Working Conditions

- Comfortable working in a fast-paced, high-alert, enclosed Operations Control Centre (OCC) environment.
- Full flexibility to work 24/7 rotating shifts, including nights, weekends, and holidays.

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 29th, 2026**. Please apply via the link: <https://erecruitment.rwandair.com/>.