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: **Sales and Ticketing Agent**
Reports to: **Sales Team Leader**
Department: **Commercial**
Location: **Nairobi**

Job Purpose

To provide front-line sales, reservations, and ticketing services to customers and travel partners at RwandAir offices or airport counters. The Sales and Ticketing Agent is responsible for handling booking inquiries, issuing tickets, processing refunds, and promoting RwandAir's products. This role plays a key part in delivering excellent customer service and driving direct revenue generation.

1. **Key Duties and Responsibilities:**
   a. **Operational**
      - Attend to walk-in customers, phone inquiries, and email requests for flight bookings and product information.
      - Make reservations, issue tickets, reissue or revalidate bookings in accordance with airline fare rules and SOPs.
      - Process voluntary refunds, calculate applicable charges, and follow refund workflows accurately.
      - Promote RwandAir's full product suite including WB Holidays, excess baggage, seat selection, lounge access, and other ancillaries.
      - Advise customers on travel documentation, visa requirements, baggage allowances, and special service requests.
      - Reconcile daily cash, POS, and mobile payment transactions; submit end-of-day sales reports to the supervisor.
      - Ensure all reservations and ticketing transactions comply with audit, financial, and operational standards.
      - Handle irregular operations cases, rebooking requests, and customer service issues as required.
      - Assist with group bookings, incentive travel, and corporate fare quotations as directed by the Sales Manager.
      - Maintain updated knowledge of promotions, fare changes, flight schedules, and product offerings.
      - Coordinate with Finance, Revenue Accounting, and Airport Services to ensure seamless customer journeys and payment resolution.
      - Ensure professionalism and service excellence at all times, aligned with RwandAir's customer experience standards.
      - Support ticketing counters during peak periods or disruptions to manage queues and assist customers efficiently.

- Report system issues, fare discrepancies, or operational concerns to the appropriate authority for resolution.

2. **About You – Minimum Standard Qualifications;**

Essential

- Diploma or Bachelor's degree in Travel & Tourism, Aviation Management, Business Administration, or a related field
- 1–3 years' experience in airline ticketing, travel agency operations, or airline sales roles
- Hands-on experience with airline reservation and ticketing systems (Amadeus, Sabre, or equivalent)
- Experience serving B2C and/or B2B customers, including walk-in clients, call-in customers, or corporate travelers
- Familiarity with airline fare rules, branded fares, and ancillary products
- Working knowledge of IATA/BSP regulations and airline ticketing procedures
- Experience handling cash, POS, mobile money, and electronic payment methods
- Experience supporting sales promotions and tactical commercial campaigns
- Basic experience in sales reporting and transaction reconciliation

3. **About You – Other Desired Competencies & Skills;**

Essential

- Strong knowledge of airline reservation, ticketing, and fare construction principles
- Ability to upsell ancillary products such as seat selection, baggage, lounge access, and upgrades
- High level of accuracy and attention to detail in ticketing and financial transactions
- Strong customer service and communication skills
- Ability to work under pressure in a fast-paced airline operational environment
- Ability to manage multiple customer requests efficiently
- Strong problem-solving skills for handling booking changes and customer issues
- Compliance-focused mindset with strong adherence to airline policies and audit standards
- Ability to reconcile daily sales, payments, and ticket stock accurately
- Proficiency in reservation systems, POSs tools, and basic CRM platforms
- Team-oriented with ability to collaborate with Sales, Airport Services, and Call Center teams
- Willingness to work shifts, weekends, and public holidays as required
- Professional conduct and strong brand representation

NB: This position is open to Kenyan nationals only.

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 **November 18th 2026**. Please apply via the link: https://erecruitment.rwandair.com/.