



## **Republic of Rwanda**

Embassy of the Republic of Rwanda  
to the Republic of Poland

### **VACANCY : CUSTOMER CARE / RECEPTIONIST**

#### **Main duties and responsibilities**

- Act as frontline staff to welcome, orient and assist customers with excellent customer care
- Manage the incoming and outgoing correspondences for the Embassy and ensure timeliness and accuracy
- Respond to any incoming inquiries and calls by customers in an ethical and informative way, keep records and submit periodic reports to relevant officials
- Provide appropriate and relevant information to customers
- Orient and assist the Embassy's visitors on the use of the existing online service systems
- Carry out research relevant to his/her attributions to ensure standardized and effective performance
- Assist in consular related matters
- Perform any other Embassy duties assigned by the supervisor.

#### **Education and experience**

- A Degree in Public Administration, Communications, Public Relations, or any other relevant field
- Computer literate with capability in email, MS Office and related business and communication tools
- A minimum of 5-years experience in similar positions in recognised institutions
- Knowledge of Kinyarwanda will be an advantage
- Communication skills
- Customer oriented
- Team player
- Interviewing skills
- Time management
- Creative
- Problem solving
- Building relationships



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### **HOW TO APPLY**

To apply, please send an email to [ambawarsaw@minaffet.gov.rw](mailto:ambawarsaw@minaffet.gov.rw) with :

- ✓ A motivation letter; (that includes the salary requirement and available start date)
- ✓ CV
- ✓ Contact details of 3 reference who can testify to your good attitude and performance
- ✓ Any document that can help the Embassy appreciate the candidate's suitability for the post
- ✓ Applications deadline is 11/04/2022

Shortlisted candidates shall be notified through their email.