



Réseau d'Investissement Social(RIS)Ltd,
Owned by Rwanda Red Cross

KIGALI-RWANDA

Job advertisement

Overview

Réseau d'Investissement Social (RIS) Ltd, the Rwanda Red Cross Business Company based at Kigali, Gasabo district in Kacyiru Sector is seeking for 9 competent staff to work in its Guest House located at Nyanza district in Busasamana Sector for the following positions:

**Position 1: Nyanza Guest House Manager, He/she will report to the
Managing Director of RIS Ltd**

1. Competencies:

- ✓ Bachelor's Degree in Hotel Management or other related field,
- ✓ At least 5 years of experience in Hotel Management,
- ✓ Excellent oral and written communication skills in English, French and Kinyarwanda,
- ✓ Ability to work independently and in team environment,
- ✓ Have knowledge in Marketing is an asset.

2. Duties and Responsibilities

- Raising income as an important role,
- Setting up different commissions for helping in marketing, investment and advertising of Nyanza Guest House activities,
- Ensuring security and hygiene,

- Propose investment activities to the RIS Ltd, Bureau and the Governing Board,
- Propose improvements in administrative procedures to the RIS Ltd and after to the Bureau and RIS Governing Board,
- Support and coordinate the implementation of activities of investment, marketing and contribute to enhance the structure of Nyanza Guest House to become more effective and efficient to implement their responsibilities,
- He/She is Responsible of marketing and tendering procedures (application for various markets),
- He/She proposes innovations,
- Prepare the plan of action for the Nyanza Guest House's activities and ensure its practical way,
- Ensure the implementation of the annually plan once discussed with RIS Ltd's administration and approved by the Board of RIS LTD,
- Sign various contracts and agreements with the approval of RIS Ltd Managing Director in accordance with the guidelines and administrative procedures,
- Report to the RIS Ltd's administration the Financial Status and its progressive performance.

d) **Reporting**

- Report directly to the RIS Ltd's management on the progress of implementation of the plan agreed upon,
- Prepare reports (finances and other activities) for the meetings stipulated in the policy.

Age of interested candidate: 25-45 years old.

Position 2: Accountant Secretary, He/she will report to Guest House Manager

1. Competencies:

- ✓ Bachelor's Degree in accounting or finance,
- ✓ At least 3 years of experience in accounting,
- ✓ Excellent oral and written communication skills in English, French and Kinyarwanda,
- ✓ Have knowledge in tax declaration and bill with EBM machine, Able to prepare monthly payroll,

- ✓ Ability to work independently and in team environment,
- ✓ Have knowledge in accounting software, sage evolution is an asset.

2. Duties and Responsibilities

- ✓ Preparing journal entries and adjusting account balances to accurately reflect company financial statements in accounting software,
- ✓ Preparing bank reconciliations by reviewing and verifying the accuracy of account balances in accordance with bank statements,
- ✓ Preparing financial reports, including monthly statements and annual audits, in accordance with the government regulations regarding accounting standards,
- ✓ Reviewing budgets and preparing estimates of future expenditures based on historical data or other available information,
- ✓ Recommending changes to accounting procedures and policies to improve the accuracy of financial records,
- ✓ Helping to identify which accounts should be recorded first in order to facilitate accurate recordkeeping,
- ✓ Preparing monthly, quarterly and annually tax declaration,
- ✓ Processing payroll for all employees using automated software programs or manual methods and pay all salaries retained,
- ✓ Monitoring cash flow and identifying any potential problems in advance so that corrective action can be taken before an issue arises.

Age of interested candidate: 20-45 years old.

Position 3: Receptionist, He/she will report to Guest House Manager

1. Competencies:

- ✓ At least high school diploma in hospitality studies,
- ✓ At least 3 years of experience in hospitality,
- ✓ Excellent oral and written communication skills in English, French and Kinyarwanda,

- ✓ Guest/customer relations experience, preferably in a hospitality environment,
- ✓ Strong working knowledge of relevant computer software including MS Office and booking and payment systems,
- ✓ Numeracy skills,
- ✓ Administrative skills,
- ✓ Computer skills.

2. Duties and Responsibilities

- ✓ Welcoming guests,
- ✓ Answering and directing incoming calls,
- ✓ Inform guests prices and services,
- ✓ Make and confirm reservations for guests,
- ✓ Ensure proper room allocation,
- ✓ Register and check guests,
- ✓ Verify guest's payment method,
- ✓ Issue room keys and direct guests to their rooms,
- ✓ Maintain clear and accurate records of guest room bookings,
- ✓ Compute all guest billings, accurately post charges to guest rooms and house accounts,
- ✓ Receive and transmit messages for guests,
- ✓ Listen and respond to guest queries and requests both in-person and by phone,
- ✓ Provide accurate information about local attractions and services,
- ✓ Liaise with necessary staff including housekeeping and maintenance to address any problems or complaints made by guests,
- ✓ Complete and maintain any incident reports, daily activity reports or other reports requested by the management,

- ✓ Close guest accounts and check guests out,
- ✓ Review accounts and charges with guests during the check-out process,
- ✓ Process accurate payment of guest accounts,
- ✓ Inform housekeeping when rooms will be vacated and ready for cleaning,
- ✓ Enforce rules and policies of the guest house.

Age of interested candidate: 20-35 years old.

Position 4: Maintenance technician, He/she will report to Guest House Manager

1. Competencies:

- ✓ High school diploma or equivalent in electrical and plumbing field,
- ✓ At least 3 years of experience in a similar domain with a good understanding of English, both written and oral, French and Kinyarwanda.
- ✓ To be able to work in a neat and efficient manner, keeping work areas clean and well organized,
- ✓ Ability to multi-task in busy environment and adheres to boost the Standard of the Guest House,
- ✓ Have computer skills.

2. Duties and Responsibilities

- ✓ Understand and respond to the guest repair requests,
- ✓ Understand and operate advanced electrical, plumbing, refrigeration, and boiler systems,
- ✓ Communicate with different types of people to comprehend what they want and to provide them with information and assistance,
- ✓ Make the checklist at the day basis to assess the issues ready to be addressed,
- ✓ Ability to prioritize and organize work assignments,
- ✓ Ability to work under pressure situations and exercise good judgments,

- ✓ Ability to focus attention on details, speed and accuracy,
- ✓ Ability to maintain confidentiality of hotel guests and pertinent guest house information,
- ✓ Ability to work with casual workers and prepare the lists for their payment
- ✓ Ability to read and understand test equipment, measuring devices, and safety manuals.
- ✓ Perform maintenance activities in the guest rooms, toilets, bathrooms,
- ✓ Repairing all types of hardware, electrical and plumbing equipments,
- ✓ Perform maintenance activities in guest house public areas like latrines, water channels, etc,
- ✓ To be available for any emergencies and act in engineering capacity to protect guests and associates, and preserve the building and its systems during the emergency,
- ✓ To monitor fire Alarm / Life Safety systems as necessary, to be fully informed of the system operation and to handle emergencies involving the systems.

Age of interested candidate: 20-40 years old.

Position 5: Waiter/Waitress, He/she will report to Guest House Manager

1. Competencies:

- ✓ High school diploma in hotel management or related courses,
- ✓ At least 3 years of experience in a similar role with a good understanding of English, both written and oral, French and Kinyarwanda,
- ✓ To be able to work in a neat and efficient manner, keeping work areas clean and well organized,
- ✓ Ability to multi-task in busy environment,
- ✓ Computer knowledge

2. Duties and Responsibilities

- ✓ Able to prepare all Food and beverage prior to be served,

- ✓ Present menu and provide detailed information when asked ,
- ✓ Set up the restaurant according to the table plan, cover layout and standards defined by the guest house's management,
- ✓ Take Food and Beverage orders and make its follow up,
- ✓ Serve Food and Beverage orders,
- ✓ Check and clear Waiter's station during and after service,
- ✓ If required, assist in bringing food from kitchen to the guests ensuring accuracy and timeline,
- ✓ Handle all guests complaints in a professional manner,
- ✓ Able to generate the final bill from the POS system and offer to guests settlement.
- ✓ Report any theft or damages to Manager,
- ✓ Report to restaurant manager before completion of the shift,
- ✓ Print closing report and drop the cash with the accounting department,
- ✓ Able to carry out other reasonable duties and responsibilities as assigned.

Age of interested candidate: 20-35 years old.

Position 6: 2 Room attendants, He/she will report to Guest House Manager

1. Competencies:

- ✓ High school diploma in hospitality,
- ✓ Previous guest service and/or housekeeping experience
- ✓ Flexible working hours.

2. Duties and Responsibilities

- ✓ Changing bed linen and making beds,
- ✓ Replacing used towels and other bathroom amenities, such as shampoo and soap,
- ✓ Sweeping and mopping floors,

- ✓ Vacuuming carpets,
- ✓ Dusting and polishing furniture,
- ✓ Cleaning public areas, such as corridors,
- ✓ Reporting any technical issues and maintenance needs,
- ✓ Updating status of guest rooms on assignment sheet,
- ✓ Records and reports the state of all materials in the accommodation areas.

Age of interested candidate: 20-35 years old

Position 7: 2 Cooks, He/she will report to Guest House Manager

1. Competencies:

- ✓ High school diploma in culinary,
- ✓ Previous kitchen service experience
- ✓ Flexible working hours.

2. Duties and Responsibilities

- ✓ Food preparation and menu creation,
- ✓ Managing kitchen and keep it organized and running efficiently,
- ✓ Ensure food quality and safety,
- ✓ Make cook plans and cooks food items to ensure the highest quality service
- ✓ Experience for customers
- ✓ Ensure proper food handling, sanitation and following food storage procedures,
- ✓ Setting up workstation with all needed ingredients and cooking equipment
- ✓ Coking food in various utensils or grillers
- ✓ Making report to the accomplished service and equipment in usage.

Age of interested candidate: 25-45 years old

The interested candidates must submit the following documents: an updated CV, required academic degree, a copy of National Identity and a motivation letter and 3 people for reference.

All application letters must be addressed to the Managing Director of RIS LTD and submitted in hard copies not later than **31 August 2023** at 10h00 A.M at Kacyiru, opposite UTEXRWA.

For more information, call 0798689740.

Done at Kigali, on the 14th August 2023

SIBOMANA Jean Bosco
Managing Director of RIS Ltd

