

## JOB ANNOUNCEMENT

### I. BACKGROUND

Kigali International Arbitration Centre (KIAC) is an independent body established by an Act of Parliament in 2010 under the auspices of the Rwanda Private Sector Federation in partnership with the Government of Rwanda. KIAC's principal mandate is to promote, facilitate, and encourage the use of domestic and international arbitration and other forms of alternative dispute resolution in Rwanda.

KIAC is seeking to recruit a **Front Desk Officer**, who will assist KIAC management in as far as administrative support, client care and clerical duties are concerned.

He/she will have these duties and responsibilities:

JOB DESCRIPTION	QUALIFICATIONS/ REQUIREMENTS	DUTIES & RESPONSIBILITIES
<p><b>Front Desk Officer</b></p>	<ul style="list-style-type: none"> <li>• A Graduate Degree Business administration, Management, Law or any other Administrative related academic qualification;</li> <li>• At least year of experience in Administrative work</li> <li>• Good understanding of office administration and basic bookkeeping practices</li> <li>• Basic understanding of Arbitration and alternative dispute resolutions processes</li> <li>• Excellent written and verbal communication skills</li> <li>• Excellent organizational and multi-tasking abilities</li> <li>• Good computer skills in word processing and Spreadsheet (MS Excel).</li> <li>• Demonstrated ability to be team oriented and work cooperatively.</li> <li>• A full professional fluency in English &amp; Kinyarwanda is required. Knowledge of French would be an asset</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the front desk is clean, neat, presentable, and equipped with all the necessary supplies.</li> <li>• Receive, Greet, direct KIAC visitors and provide them with excellent customer service</li> <li>• Answering calls and requests over the phone</li> <li>• Receive and accept all letters and packages, and distribute them to their appropriate departments.</li> <li>• Receive, register, organize, route and monitor correspondence and office pouch and mail.</li> <li>• Select and prioritize urgent documents and keep record of official correspondence;</li> <li>• Draft, review and proofread office documents</li> <li>• Respond to visitor's questions professionally and courteously</li> <li>• Perform general clerical duties to include but not limited to: photocopying, scanning, mailing, and filing.</li> <li>• Maintain hard copy and electronic filing system.</li> <li>• Assist in making meeting room reservations, catering arrangements and travel bookings</li> <li>• Perform any other responsibility/function/task deemed necessary by his/her supervisor in order to meet the High-quality level of the KIAC service</li> </ul>

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### KIAC MODEL CLAUSES FOR CONTRACTS

Any dispute arising out of or in connection with this contract, including any question regarding its validity or termination shall be referred to and finally resolved by arbitration under the Rules of Kigali International Arbitration Centre (KIAC).

## II. HOW TO APPLY?

Interested candidates are required to submit their application including contact details (e-mail & telephone) and curriculum vitae detailing relevant experience for the post and at least three (3) referees. They also have to attach their scanned certified copies of their degrees.

The applications should be submitted to **The Secretary General of KIAC** through email on [info@kiac.org.rw](mailto:info@kiac.org.rw) not later than **November 15<sup>th</sup>, 2022** at 5pm Kigali Time.

Incomplete files will not be considered and all documents submitted to the KIAC cannot be withdrawn. Only shortlisted candidates will be invited for exam on dates that will be communicated to them.

**Done at Kigali, October 31<sup>st</sup> 2022**

**Victor Mugabe**  
**Secretary General**



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