



A fully accredited/chartered University by the Government of Rwanda

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OFFICE OF THE VICE-CHANCELLOR

JOB ADVERT

University of Kigali

Vacancy Announcement: Remera Campus Receptionist

Position Overview:

The University of Kigali invites applications for the position of **Remera Campus Receptionist**. This role is essential in ensuring professional, customer-oriented, and efficient front-office operations that support the University's strategic and day-to-day activities. The successful candidate will manage reception duties, enhance customer service standards, maintain orderly communication channels, and support students, staff, and visitors with accurate information and guidance. The role requires a results-oriented and experienced front-office professional who will contribute to operational excellence and uphold the University's values of service, professionalism, and academic advancement.

Key Responsibilities:

- Greet and assist students, staff, and visitors in a professional and welcoming manner.
- Manage all incoming phone calls, emails, and inquiries, and direct them to the appropriate offices.
- Maintain a clean, organized, and efficient reception area.
- Provide accurate information about campus services, programs, and administrative procedures.
- Register and guide visitors, ensuring compliance with campus access protocols.
- Support the coordination of meetings, room bookings, and appointments.

- Receive, record, and distribute incoming mail, packages, and official documents.
- Maintain records of student inquiries and direct them to relevant departments for follow-up.
- Assist in handling emergency or urgent situations by notifying relevant departments.
- Provide general administrative support to campus management and other units as needed.

Candidate Profile:

- A Bachelor's degree in a relevant field.
- Experience in customer service, front-desk operations, or administrative support.
- Prior experience working in an academic or educational institution (an added advantage).
- Strong communication and interpersonal skills.
- Ability to manage high volumes of inquiries professionally and efficiently.
- Excellent organizational and multitasking abilities.
- Proficiency in computer applications, including Microsoft Office Suite and email management.
- Ability to maintain confidentiality and demonstrate high ethical standards.

Application Requirements:

Interested applicants should submit the following:

- A cover letter highlighting relevant experience and motivation for the role.
- A detailed and updated Curriculum Vitae (CV).
- Certified copies of academic qualifications.
- Names, email addresses, and phone numbers of **three referees** (with permission to contact them).

Submission Details:

Applications should be addressed to the **Vice Chancellor** and submitted via email to: **recruitment@uok.ac.rw**
no later than **November 30, 2025**.

Please note that **hard copy submissions** will not be considered.
Only shortlisted candidates will be contacted.

Done at Kigali, November 26, 2025



Prof. George Kimathi
Vice Chancellor, University of Kigali

