



JOB ADVERTISEMENT.

Rwanda Interlink Transport Company (RITCO Ltd) is a public-private entity providing sustainable solutions to public transport for both rural and urban populations.

We are looking for an interested and qualified candidate to apply for the position of **Chief Shared Service Officer.**

The Chief Shared Service Officer reports directly to the Chief Executive Officer .

Main Responsibilities

The CSSO will be responsible for the following tasks:

- Chief Shared Services Officer will be responsible for coordinating all activities related to the development, implementation, and review of the company's strategic plan in accordance with RITCO's vision and mission;
- Managing the administrative function of RITCO and coordinating office processes and procedures to ensure organizational and operational effectiveness and efficiency;
- Managing and overseeing all aspects under the functions of; Human resources, procurement management, logistics, IT systems, and garage services;
- Measure effectiveness and efficiency of operational processes both internally and externally and find ways to improve processes;
- Lead the process of developing all operational procedure manuals required by RITCO;
- Support the Management Team with business planning activities, providing practical and creative input in the development of new business initiatives.;
- Design the current and future strategic and operational plans bringing discipline to the strategic decision-making process to manage the effective use of business resources.
- Acts as a liaison between RICTO and clients and/or other stakeholders.
- Provide mentoring to all employees, including management team members.
- Motivate and drive the teams and colleagues to achieve both the overall company targets and key performance objectives.
- Oversee and Coordinate with human resources departmental activities including recruitment, capacity building, and retention of company staff.
- Lead and supervise staff performance appraisal at the end of every financial year.
- Design an appropriate tool for setting periodic staff performance targets.
- Propose a motivation package for employees in terms of bonuses and other benefits to ensure staff retention
- Organize and oversees all garage activities.
- Provide diary guidance of overall garage operations.

- Undertake any other task that may be assigned by the CEO.

Job Requirements and Qualifications.

- Master's degree in Economics, Public administration and management, Trade, HR, and Business Administration.
- Must possess a professional qualification relevant to Procurement or Human Resources Management including Certified Human Resources Professional (CHRP) or Certified Procurement Professional (CPP);
- 5 years of progressive working experience in the area of human resources and administration or Procurement in a recognized institution;
- Must have a good knowledge and understanding of human resource function, procurement, administration, and logistics management.
- Experience in accounts management, including budgeting, forecasting, and audit compliance;
- Must have good knowledge of IT (operating certain software);
- Experience in managing facilities and services for big organizations;
- A strong proven track record in relationship building and management;
- Strong analytical and problem-solving skills;
- Experience in organizational performance management systems;
- Experience in Monitoring and Evaluation Frameworks;
- Excellent communication and interpersonal skills;
- Fluent in English /French and Kinyarwanda.

The interested candidates are requested to submit their application letters together with a detailed CV, Academic certificates, updated criminal record certificate and a copy of ID (All documents must be scanned as one document) and sent at recruitment@ritco.rw not later than 20th May 2026 at 5:00 PM.

Only the candidates who meet the above requirements will be shortlisted for the interview.

Done at Kigali, Thursday 07 May 2026


NKUSI Godfrey
Chief Executive Officer



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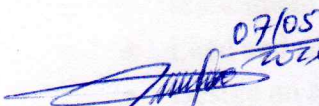
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