



LAKE KIVU SERENA
HOTEL
RWANDA

Re: VACANCY ANNOUNCEMENT:

Job Title: Technician Services Manager

Location: Lake Kivu Serena Hotel

Employment Type: Full-Time

Job Summary

We are looking for a qualified and motivated Technician Services Manager to support the management of technical service operations. The successful candidate will assist in supervising technicians, ensuring quality service delivery, maintaining equipment performance, and supporting daily operational activities.

Key Responsibilities

- Assist in managing and coordinating technical service teams.
- Monitor maintenance and repair activities to ensure efficiency and quality.
- Support scheduling and allocation of technicians to service assignments.
- Ensure compliance with safety and operational standards.
- Prepare service reports and maintain technical records.
- Support customer service and respond to technical inquiries.
- Assist in inventory and tools management.
- Train and support junior technicians when necessary.

Qualifications and Requirements

- Diploma or bachelor's degree in engineering, Technical Services, Electronics, Mechanical Engineering, or a related field.
- Minimum of 3 years of experience in technical services or maintenance operations.
- Strong leadership and communication skills.
- Good problem-solving and organizational abilities.
- Proficiency in Microsoft Office and reporting tools.
- Ability to work under pressure and meet deadlines.

How to Apply:

Interested candidates should submit their CV and cover letter to rwandajobs@serenahotels.com before 4th June 2026.

Only shortlisted candidates will be contacted.