

Job Announcement

Rwanda Standards Board (RSB) wishes to recruit qualified individuals, committed to its vision and mission for the following positions:

SN	Position	Profile	Job description	Number
1	Customer Care Officer	Bachelor's degree in Communication, Public Relations, Journalism, Marketing, Linguistics and Literature	<ol style="list-style-type: none"> 1 Receive and answer telephone calls and orient them accordingly; 2 Receive RSB clients and provide orientation; 3 Examine incoming mails/couriers for completeness; 4 Answer inquiries about Services offered in RSB; 5 Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly; 6 Thoroughly and efficiently gather customer information, access and fulfill customer needs, educate the customer where applicable to prevent the need for future contacts and document interactions through contact tracking; 7 Troubleshoot customer issues over the phone; 8 Maintain a balance between institution policy and customer benefit in decision making; 9 Handles issues in the best interest of both customer and the institution. 	1
2	Electricity Lead Officer	Bachelor's degree in Electrical engineering, Physics or Electronics and telecommunication with 2 years of working experience	<ol style="list-style-type: none"> 1. Developing/reviewing policies and strategies related to the laboratories <ul style="list-style-type: none"> ▪ Implement developed Policies ▪ implement developed Strategies ▪ implement strategic programs, goals and targets for business continuity in the laboratories 2. Coordination, development and Implementation of laboratories Activities <ul style="list-style-type: none"> ▪ Ensure the laboratories action plans are in place ▪ implement the unit action plan ▪ Prepare requests of the Laboratories ▪ Prepare plans of the Laboratories ▪ Prepare budget plan of the Laboratories ▪ Generate reports to the direct supervisor 3. Coordination of Laboratories Quality 	1

			<p>Management System</p> <ul style="list-style-type: none"> ▪ Develop and review quality documents of the laboratories. ▪ Implement internal audit program for the maintenance of Quality Management system ▪ Supervise the accreditation process of the laboratories ▪ Implement the maintenance of Accredited Laboratories ▪ Identify the gap for trainings needs in the laboratories. <p>4. Monitoring and Evaluation</p> <ul style="list-style-type: none"> ▪ Supervise the laboratories staff 	
3	Volume Control Officer	Bachelor's degree in Mechanical Engineering, Water Engineering or Physics/Higher National Diploma in Mechanical Engineering or Water Engineering	<ol style="list-style-type: none"> 1. Prepare laboratory action plan. 2. Perform prepackages control activities 3. Approve raw data 4. Prepare draft prepackages controls certificates and reports 5. Maintenance of metrology laboratory standards/equipment 6. Prepare the Laboratory inventory 7. To prepare progress reports and schedules 	1
4	Driver (contractual)	Valid Driving License at least category B	<ol style="list-style-type: none"> 1. Ensure that vehicles are in good mechanical conditions; 2. Ensure safe transportation of staff on field duties without delay; 3. Ensure general cleanliness of the vehicles; 4. Report all mechanical faults of the vehicle for repairs; 5. Follow- up vehicles in the garage for quick repairs; 6. Ensures safe keeping of vehicle accessories 	2
5	Quality Inspector in chemistry (contractual)	Bachelor's degree in Chemistry	<ol style="list-style-type: none"> 1. Carry out the daily inspection activities; 2. Implement a documented quality system of inspection; 3. Collect and submit samples to the sample control area; 4. Ensure that inspection activities are in line with the documented working procedures; 5. To promote strategies for protection of consumers; 6. To ensure that mandatory standards of goods on the market are respected with the collaboration of government institutions concerned; 	2

			<ol style="list-style-type: none"> 7. To implement or set up a system of sampling and report the results obtained from the testing laboratory in the analysis of products; 8. To ensure the inspection of local/imported products at points of production, entry, distribution or sale. 	
6	Quality Inspector in civil engineering (contractual)	Bachelor's degree in Civil Engineering or Mechanical Engineering	<ol style="list-style-type: none"> 1. Carry out the daily inspection activities; 2. Implement a documented quality system of inspection; 3. Collect and submit samples to the sample control area; 4. Ensure that inspection activities are in line with the documented working procedures; 5. To promote strategies for protection of consumers; 6. To ensure that mandatory standards of goods on the market are respected with the collaboration of government institutions concerned; 7. To implement or set up a system of sampling and report the results obtained from the testing laboratory in the analysis of products; 8. To ensure the inspection of local/imported products at points of production, entry, distribution or sale. 	1
7	Quality Inspector in electrical and/or electronics Engineering (contractual)	Bachelor's degree in Electrical Engineering or Electronics Engineering	<ol style="list-style-type: none"> 1. Carry out the daily inspection activities; 2. Implement a documented quality system of inspection; 3. Collect and submit samples to the sample control area; 4. Ensure that inspection activities are in line with the documented working procedures; 5. To promote strategies for protection of consumers; 6. To ensure that mandatory standards of goods on the market are respected with the collaboration of government institutions concerned; 7. To implement or set up a system of sampling and report the results obtained from the testing laboratory in the analysis of products; 8. To ensure the inspection of local/imported products at points of production, entry, distribution or sale. 	1

Useful instructions for application:

- 1) Interested candidates must fill and submit an electronic job application form using online E-recruitment system through Rwanda Civil Service Recruitment Portal, hosted by MIFOTRA;
- 2) The applicant must scan and send his/her original national identity card or its equivalent and a copy of his/her degree to Rwanda Standards Board using E-recruitment system not later than 28/11/2017;
- 3) Candidates from other Public Institutions should pay attention to article 87 of the General Statute for Public Service before applying;
- 4) Applicants, whose degrees were awarded by foreign universities, should submit the equivalence issued by Rwanda High Education Council;
- 5) Candidates should not apply for more than one position;
- 6) Only shortlisted candidates shall be contacted for a written test;
- 7) Applications submitted by hand will not be considered.

Approved by:

Richard RUTUKU
Corporate Services Division Manager

