

## REPUBLIC OF RWANDA



**PUBLIC SERVICE COMMISSION**  
**PO.BOX 6913**

### **JOB OPPORTUNITIES**

The Public Service Commission is advertising vacant positions in the following Ministries and Public Institutions.

#### **1. OFFICE OF THE OMBUDSMAN**

<b>SN</b>	<b>Effectiveness of the employee</b> <b>(A)</b>	<b>Attributions of the employee -Type</b> <b>(A)</b>	<b>Requirements &amp; particularities of the post</b> <b>(A)</b>	<b>Number/ Staff/Post</b>
1.	<b>Investigator on Interdictions &amp; Incompatibilities of Senior Officials</b>	<ul style="list-style-type: none"><li>-To verify the existence of the code of conduct in the public institutions and parastatals;</li><li>-To analyse the content and implementation of the code of conduct</li><li>-To make the follow up of the asset declaration of the public officials</li><li>-To carry out investigation on the incompatibilities and interdictions of leaders</li><li>-To verify the withdrawal and delegation of the management of incompatible activities prior to the nomination of the officials</li><li>-To suggest and follow up the application of the sanctions</li><li>- To Manage resources put at his disposal</li><li>-To Prepare reports of the Unit.</li></ul>	<ul style="list-style-type: none"><li>-Bachelor's Degree in Law</li><li>- Bachelor's Degree in Economics or Management</li></ul>	<b>7</b>
2.	<b>Professional in Preventing and Fighting Injustice Unit</b>	<ul style="list-style-type: none"><li>-Carry out field visits to receive cases of injustice and propose relevant solutions ;</li><li>-Develop the training program on modalities of prevention of injustice</li></ul>	<ul style="list-style-type: none"><li>- Bachelor's Degree in Law (LLB), Social Sciences, Education, Arts</li></ul>	<b>3</b>

		<p>and corruption;</p> <ul style="list-style-type: none"> <li>-Training and sensitizing the entire population and local authorities;</li> <li>-Conduct Mediations;</li> <li>-Make the follow up of Good Governance ;</li> <li>-Prepare and organise training seminars for government employees and staff in public and private institutions, in non governmental organizations, so as to improve their conduct and working methods of the institution</li> <li>-Train Volunteers at local level;</li> <li>- Set up all possible means of preventing and eradicating injustice, corruption and other related offences;</li> <li>-Moderate Conferences and Debates;</li> <li>-Assess the impact of solutions given by the Ombudsman Office to the Rwandan society;</li> <li>-Verify the implementation of the decisions taken by the Ombudsman Office ;</li> <li>-Manage and Maintain equipments and materials put at his/her disposal;</li> <li>-Prepare reports of the Unit.</li> </ul>		
3.	<b>Professional in Preventing and Fighting Corruption and related offences Unit</b>	<ul style="list-style-type: none"> <li>-Handle injustice and corruption cases and propose recommendations;</li> <li>-Carry out mediations in order to solve peacefully conflicts among institutions;</li> <li>-Carry out investigation and prepare statements on corruption cases;</li> <li>-Analyse judicial decisions so as to detect eventual corruption cases;</li> <li>-Carry out review and monitoring on public institutions and parastatals functioning</li> <li>-Manage and maintain equipments and materials to his/her disposal;</li> <li>-Prepare activity reports.</li> </ul>	<ul style="list-style-type: none"> <li>- Bachelor's Degree in Law</li> <li>- Bachelor's Degree in Economics or Management</li> </ul>	<b>3</b>
4.	<b>Professional of Impact Analysis</b>	<ul style="list-style-type: none"> <li>-Follow up of implementation of recommendations made by Office of</li> </ul>	<ul style="list-style-type: none"> <li>-Bachelor's Degree in</li> </ul>	<b>1</b>

		<p>the Ombudsman to audited institutions</p> <ul style="list-style-type: none"> <li>-Make an assessment of anti corruption activities impact;</li> <li>-Initiate surveys projects on corruption ;</li> <li>- Manage and maintain equipments and materials to his/her disposal.</li> </ul>	Economics or Management	
5.	<b>Internal Auditor</b>	<ul style="list-style-type: none"> <li>- To ensure the regularity of expenses, payments and operations with regards to laws and procedures governing the public expenditures;</li> <li>- To carry out a control a posteriori of the budget execution or during its execution on a special request of the permanent secretary;</li> <li>- To check whether accounting books are regularly filled and ensure that operations are promptly recorded , for their exact amounts, in appropriate ledger accounts, and for the accounting period during in which they have been made;</li> <li>- To ensure that access to assets is only possible with the authorization of the competent authorities;</li> <li>-To check whether the accounting records of assets transactions are reconciled at a reasonable interval; whether those assets exist and that appropriate measures are taken for any difference observed.</li> <li>- To submit a monthly report and an annual summary report and as much time as needed by the Ombudsman with a copy to the Minister in charge of finances;</li> <li>- To audit all Office's services including the projects of the Office to ensure efficiency and effectiveness of their functioning ;</li> <li>- To check that funds spent are used according to the programs of the Office ;</li> <li>- Producing reports of activities;</li> <li>- Managing the equipments that he</li> </ul>	<ul style="list-style-type: none"> <li>- Bachelor's degree in public finance, accounting or management and master the ICT tools</li> </ul>	<b>1</b>

		utilizes		
6.	<b>Customer Care Officer</b>	<p><b>Ensure Proactive Good Care and Treatment of Customers and Guests</b></p> <ul style="list-style-type: none"> <li>-Receive clients, assist them with their respective needs, and orientate them with different services as appropriate</li> <li>-Manage Protocol for VIP's received in the institution</li> <li>-Handle customer complaints or any major incidents</li> </ul> <p><b>Develop and Manage Systems to Monitor Quality of Customer Care and Service Delivery</b></p> <ul style="list-style-type: none"> <li>-Develop procedures for customers to provide feedback or complaints</li> <li>-Conduct regular surveys on the experiences of customers to indicate problems and imperfections, including ways to measure these challenges</li> <li>-Analyze periodically the suggestions box and disseminate its contents to all departments to improve the quality of the services delivered</li> <li>-Verify that different departments display in indicated areas the information related to the services delivered (ie. Client Charter)</li> </ul> <p><b>Drive Strategies to Improve Quality of Service Delivery</b></p> <ul style="list-style-type: none"> <li>-Organize periodically a customer accountability day</li> <li>-Develop and implement strategies to correct problems that have been identified</li> <li>-Monitor ongoing improvements and report regularly to the Minister on the state of customer care and service delivery</li> <li>-Managing and maintaining equipments put at his /her disposal.</li> <li>-Producing the activities reports</li> </ul>	<p>- A0 Marketing , Communication, Public Relations or other qualification with proven experience in customer care service friendly outgoing personality, Fluent in Kinyarwanda, English and French</p>	<b>1</b>

7.	<b>Human Resources Officer</b>	<ul style="list-style-type: none"> <li>-Identifying the training needs and elaborating the training plans and following it up;</li> <li>-Analysing the results vis-vis the indicators defined in the performance contracts;</li> <li>-Initiating studies of measures targeting the increase of the out come of the staff;</li> <li>-To examine the requests of the staff;</li> <li>-To prepare administrative documents for staff;</li> <li>-To manage administrative files of the staff;</li> <li>-To manage personnel's leave schedule;</li> <li>-To verify the respect of laws, rules and instructions by the office's staff</li> <li>-To manage the organisational structure and the job description within the institution;</li> <li>-Updating the staff financial documents.</li> <li>-To establish pay rolls and verify the regularity of the legal contributions of the staff;</li> <li>-To initiate mechanisms of promoting the welfare of the staff;</li> <li>-Managing and maintaining equipments put at his /her disposal.</li> <li>Producing the activities reports</li> </ul>	- Bachelor's Degree in Management, public Administration or Social Sciences	<b>1</b>
8.	<b>Public Relations &amp; Communication Officer</b>	<ul style="list-style-type: none"> <li>-To follow up and raise awareness of national and international meetings and conferences in which the Office is involved;</li> <li>-To ensure the reporting of audiences and press conferences given by the Chief Ombudsman or the Deputy Ombudsman;</li> <li>-To maintain close relationship with various media</li> <li>-Participating in the preparation of meetings of the Office with different partners;</li> <li>-To prepare message and press releases of the Office of the</li> </ul>	- Bachelor's degree in Communication or literature;	<b>1</b>

		<p>Ombudsman;</p> <ul style="list-style-type: none"> <li>-Initiate information programs in order to keep the public aware of the activities and achievements of the Office of the Ombudsman;</li> <li>-To publish and broadcast the messages speeches and talks delivered by the Office of the Ombudsman</li> <li>-To make critical analysis of the national and international media and prepare technical information notes to the ombudsman</li> <li>-To manage and maintain the equipment and materials put at his/her disposal</li> </ul>		
9.	<b>Administrative Assistant to the Deputy Ombudsman</b>	<p>To maintain the Secretariat of the Deputy Ombudsman;</p> <ul style="list-style-type: none"> <li>- To prepare and arrange appointments of the Deputy Ombudsman;</li> <li>-To manage Confidential Correspondences or files of the Deputy Ombudsman;</li> <li>- To record and file documents of the Office of the Deputy Ombudsman;</li> <li>- To take minutes of the meetings chaired by the Deputy Ombudsman;</li> <li>-To manage the Diary of the Deputy Ombudsman;</li> <li>- To manage and maintain equipments and materials put to disposal of the Deputy Ombudsman ;</li> <li>-To record Complaints into Data base.</li> </ul>	- Diploma in Law or Management	<b>1</b>
10.	<b>Head of Central Secretariat</b>	<ul style="list-style-type: none"> <li>-To coordinate the activities of the Central secretariat</li> <li>-To record incoming and outgoing courier of the Office;</li> <li>-To prepare reports and minutes of the meetings</li> <li>-To manage and maintain the equipment and materials put at his/her disposal;</li> <li>-To produce activity reports</li> </ul>	-A1 secretariat, law or administration	<b>1</b>
11.	<b>Secretary in Central Secretariat</b>	<ul style="list-style-type: none"> <li>-To record incoming and outgoing courier of the Office</li> <li>-Filing and orienting outgoing and incoming documents;</li> </ul>	-A1 secretariat, law or administration	<b>1</b>

		-Filing all documents of the Office -To manage and maintain the equipment and materials put at his/her disposal.		
<b>TOTAL</b>				<b>21</b>

According to the Ministerial Order N°03/19.21 of 10/7/2009 determining the performance appraisal and recruitment into the Public Service in its Articles 13 and 16, *the application letter and all the necessary requirements will be addressed to those Institutions that need employees* and shall be composed of a letter of job application, two certified true copies of diploma/degree recognised by the Government of Rwanda, a curriculum vitae; two passport photos; testimonials (to prove his/her experience), a medical certificate issued by a Government Physician, a copy of the criminal record and two people of reference.

If the candidate for the post of Director is a civil servant, his/her letter for job application shall go through the in-charge of his/her Administration.

Deadline for submission of application(s) is scheduled on **19/02/2010**

**Done at Kigali on 29/01/2010**

**Angelina MUGANZA**

**Executive Secretary Public Service Commission**