



- HG Ltd

University of Rwanda-Holdings Group Ltd

TERMS FOR VACANCY POSITION AT UR HG LTD ANNOUNCEMENT

Front Desk Officer; G-2 (C)

(1) Job definition and description:

Front Desk Officer' responsibilities include receiving payments and issuing receipts, gift-wrapping packages and keeping track of all cash and credit transactions. Main duties include ringing up sales, bagging items, requesting price checks, honouring coupons, collecting payment and giving appropriate change. She/he is responsible for counting the contents of cash register drawer at the end of each shift, maintaining receipts, records and withdrawals.

(2) Qualification & experience required:

He or She should have bachelor degree in finance or accounting, currently pursuing ACCA/CPA (in progress) with 2 years of experience. Candidate must be under 35 years of age.

(3) Knowledge and Skills Requirements:

- Work experience as a Retail or in a similar role in sales
- Basic PC knowledge
- Familiarity with electronic equipment, like cash register and POS
- Good math skills
- Strong communication and time management skills
- Customer satisfaction-oriented

(4) Duties & Responsibilities:

- Ensure pricing is correct
- Issue change, receipts, refunds, or tickets
- Redeem stamps and coupons
- Count money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change
- Make sales referrals, cross-sell products and introduce new ones
- Resolve customer complaints, guide them and provide relevant information
- Greet customers when entering or leaving establishment
- Maintain clean and tidy checkout areas
- Keep reports of transactions
- Process returns and check to see if items are damaged
- Answer customers' questions and get a manager if answer doesn't solve the issue
- Pleasantly deal with customers to ensure satisfaction
- Preparation and submission of required reports for company to Accountants/Operations officers.
- Performs any other duties assigned by the finance management consistent with the activities and mission of the company



- HG Ltd

University of Rwanda-Holdings Group Ltd

Interested applicants should submit copies of application letter, C.V, copies of certificates and Identity cards or passports in one pdf document by email to: hrurholding@gmail.com, with cc to: ceo.urholdings@gmail.com, fm.urhg@gmail.com not later than Tuesday 14/10/2025 at 5:00 p.m. Short listed candidates will be contacted for written test.

Done at Kigali 09/10/2025

**UR HG Ltd
Management**

