



## JOB VACANCY ANNOUNCEMENT-UR-HG LTD

University of Rwanda Holdings Group Limited (UR - HG Ltd) is a limited company fully owned by University of Rwanda, (UR). Its business activities aim to optimise UR assets for the benefits of university. Those activities cover the management of UR income generating units; including but not limited to services of Health care, Consultancies, catering, Media as well as agro-veterinary business.

UR HG Ltd would like to recruit the motivated and experienced full-time staff for the following vacant positions:

S/N	Post& Grade	Job summary	Key basic requirements	Number
	<b>Front Desk Officer (G-2C)</b>	Responsible for managing front desk operations including accurate cash collection, transaction processing and professional client reception and orientation to ensure efficient service delivery and high customer satisfaction	<ol style="list-style-type: none"><li>1. Bachelor's degree in Finance, Accounting or a related field.</li><li>2. Possession of a professional certification such as CPA or ACCA (completed or in progress) will be an added advantage.</li><li>3. 3 years of relevant professional experience in finance, accounting, cashiering, or customer service within a healthcare facility is preferred.</li></ol>	<b>2</b>
1	<b>Nurse (G-2D)</b>	To support our treatment wings, ensure compliance with infection prevention and control standards, and assist clinicians during procedures.	<ol style="list-style-type: none"><li>1. Diploma's degree (A1) or Bachelor's degree(A0) in nursing is required.</li><li>2. Possession of A2 in General nursing will be considered as added advantage.</li><li>3. Candidates with 3 years of experience in clinical or healthcare services will be preferred.</li><li>4. Proven knowledge of infection prevention and control procedures.</li><li>5. Experience in sterilization, clinical assistance or dental wing support.</li><li>6. Experience in assisting Endoscopy services is considered as strong asset and added advantage.</li><li>7. Ready to work full time (40 hours per week, i.e. 5 days per week)</li></ol>	<b>3</b>



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Interested applicants should submit copies of cover letter, C.V, copies of certificates and Identity cards or passports as well as valid License of practice for Professional Health services provider in one pdf document by email to: [urhg.recruitment@gmail.com](mailto:urhg.recruitment@gmail.com), with cc to: [hrurholding@gmail.com](mailto:hrurholding@gmail.com), [ceo.urholdings@gmail.com](mailto:ceo.urholdings@gmail.com), [fm.urhg@gmail.com](mailto:fm.urhg@gmail.com). not later than **Monday 23/03/2026** at 5:00 p.m. only short-listed candidates will be contacted.

For more information, including detailed terms and conditions, please visit the official websites of UR-HG LTD ([www.holdingsgroup.ur.ac.rw](http://www.holdingsgroup.ur.ac.rw)) and the University of Rwanda ([www.ur.ac.rw](http://www.ur.ac.rw)).

Done at Kigali on 16/03/2026

UR-HG Ltd  
Management



## **TERMS FOR VACANCY POSITIONS AT UR HG LTD ANNOUNCEMENT**

### **1. Front Desk Officer; G-2 (C)**

#### **1.(a) 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.

#### **1.(b). Qualifications, Knowledge and Skills**

- Bachelor's degree in Finance, Accounting or a related field is required
- Possession of a professional certification such as CPA or ACCA (completed or in progress) will be an added advantage.
- 3 years of relevant professional experience in finance, accounting, cashiering, or customer service within a healthcare facility is preferred.
- Proficiency in basic computer applications and digital systems
- Practical experience in operating electronic equipment including cash registers and Point-of-Sale (POS) systems
- Strong numerical skills with high level of accuracy and attention to detail
- Excellent communication and interpersonal skills
- Good time management and ability to work efficiently under pressure
- Strong customer service orientation with commitment to customer satisfaction

#### **1.(c). Duties & Responsibilities:**

- Ensure accuracy of pricing and transactions.
- Receive payments and issue correct change, receipts, refunds or tickets as applicable
- Process redemption of coupons, vouchers and promotional offers in line with company procedures
- Balance and reconcile cash drawers at the beginning and end of each shift to ensure accuracy and availability of adequate change
- Promote products and services through referrals, cross-selling and introduction of new offerings.
- Handle customer inquiries, provide guidance and resolve complaints in a professional and timely manner.
- Welcome and attend to customers courteously when entering or leaving the establishment.
- Maintain a clean, organized and well-presented checkout area at all times
- Record and maintain accurate reports of daily transactions and cash movements
- Process product returns and verify condition of returned items.
- Escalate complex customer issues to the supervisor or manager when necessary
- Deliver high-quality customer service to ensure overall customer satisfaction
- Prepare and submit required operational and financial reports to Accountants and Operations Officers.



- Perform any other duties assigned by Finance Management in line with the company's operations and mission.

## **2. Nurse; G-2 (D)**

### **2.(a). Job definition and description:**

Responsible for ensuring proper organization, order and smooth clinical operations within the assigned wing, including timely requisition of medical supplies and maintaining adequate stock of required materials, equipment and instruments to support quality patient care.

### **2.(b). Qualifications, Knowledge and Skills**

- Diploma's degree (A1) or Bachelor's degree (A0) in nursing is required.
- Possession of A2 in General nursing will be considered as added advantage.
- Candidates with 3 years of experience in clinical or healthcare services will be preferred.
- Proven knowledge and practical application of infection prevention and control procedures
- Demonstrated experience in sterilization processes, clinical assistance and support within dental or treatment wings
- Experience in assisting Endoscopy services will be considered a strong asset
- Prior working experience in treatment/clinical wings is highly desirable
- Familiarity with operating and handling medical equipment such as dental chairs, ultrasound and endoscopy machines.
- Ability and willingness to work full time (40 hours per week , 5 working days).
- Strong customer care orientation with commitment to patient satisfaction.
- Good organizational skills, attention to detail and ability to work in a multidisciplinary clinical environment.

### **2.(c). Duties & Responsibilities:**

- Maintain organization, cleanliness, and order within the assigned wing or clinical area
- Prepare and set up trays, instruments, and materials required for procedures
- Call patients into the wing and prepare them for consultation or treatment
- Assist healthcare professionals including dental surgeons, internists, and therapists during procedures by providing suction, passing instruments, mixing materials, or holding equipment.
- Requisition medical supplies, instruments, and materials from the store, ensuring adequate stock at all times
- Operate and assist with medical equipment such as dental chairs, ultrasound, and endoscopy machines
- Monitor and ensure adherence to infection prevention and control protocols. •Organize and train staff on infection control and medical waste management procedures.
- Communicate with reception regarding any delays or changes in appointment schedules
- Provide patient education and participate in health awareness initiatives
- Record and report daily activities, incidents, and inventory requirements to supervisors or relevant departments



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- Respond to patient needs promptly and professionally, maintaining high standards of patient satisfaction.
- Collaborate with healthcare team members to support smooth clinical operations
- Perform any other duties assigned by Management in line with polyclinic or facility operations

Interested candidates should submit a **single PDF document** containing their **application letter, CV, copies of certificates, and identity card or passport** via email. Please indicate the position you are applying for in the email subject line.

Applications should be sent to: [urhg.recruitment@gmail.com](mailto:urhg.recruitment@gmail.com), with cc: [hrurholding@gmail.com](mailto:hrurholding@gmail.com), [ceo.urholdings@gmail.com](mailto:ceo.urholdings@gmail.com), [fm.urhg@gmail.com](mailto:fm.urhg@gmail.com).

The deadline for submission is Monday, 23/03/2026, at 5:00 p.m. Only short-listed candidates will be contacted.

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Done at Kigali 16/03/2026

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