

Windward Islands Airways International (Winair) N.V. is the successful airline of St. Maarten. We have a long history and are doing well in a dynamic, international setting. Currently, we have about 180 employees, but we expect to grow substantially in the upcoming years. Winair is investing in our employees, empowering them, and striving to be an excellent workplace for ambitious professionals. To support further growth, Winair is looking for

Customer Service Supervisor

Organizational Relationship

The Supervisor reports to the Customer Service Manager.

Basic Functions

The Supervisor supervises all station activities, i.e., Reservations, Inventory Control, Ticketing, Check-in, Boarding, Customer Service, etc., and is also responsible for assuring that these activities are carried out in accordance with company policy.

Duties and Responsibilities

- Shall pay close attention to maintaining and improving customer service and satisfaction.
- Shall supervise the work of assigned personnel to ensure an efficient operation aimed at attaining the targets set for the company, on-time performance, load factors, etc.
- Shall monitor the performance and progress of assigned personnel to ensure adherence to policies and procedures as outlined in company manuals and policies. .
- Shall monitor operational developments closely and inform the Customer Service Manager of any circumstances that are or can adversely affect WINAIR's operation. Shall consult the Customer Service Manager about proposed corrective or preventive action.
- Shall perform all station work and ensure that the pertinent paperwork is properly executed.
- Shall oversee and ensure proper use and upkeep of pertinent company materials.
- Shall follow up on supplies and the required equipment by providing the Customer Service Manager with information on deficiencies and shortages.
- Shall assure that he/she is fully versed and cognizant of procedures and changes therein.
- Shall be and remain proficient in all reservation, ticketing, check-in, and boarding systems and procedures.
- Shall pursue any particular course of action designated by the Customer Service Manager.
- Executes assigned projects.
- Executes other tasks than mentioned above, assigned by the Customer Service Manager provided that the work can be delegated to the employee.

Experience and Qualifications

- HAVO or equivalent.
- Airline experience is an asset.

- Proven experience in a customer service role, with at least 2-3 years of experience in a supervisory or managerial capacity.
- Strong understanding of customer service processes.
- Excellent verbal and written communication skills.
- Excellent computer skills, including proficiency in MS Office Suite.
- Demonstrated leadership and team management capabilities.
- Strong problem-solving and decision-making abilities.
- Understanding of relevant industry regulations and compliance standards.

Are you the qualified person for this job? Do you have an interest in starting a new chapter with another company? If yes, please apply by sending a motivational letter, a resume, and a valid copy of your passport to the Human Resources Department at humanresources@fly-winair.com.