

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

Passenger Handling Agent

Organizational Relationship

The Passenger Handling Agent reports to the Customer Service Supervisor.

Job Scope

The Passenger Handling Agent is responsible for providing all customer service activities to WINAIR customers. Tasks include, but are not limited to checking in passengers to various destinations; ensuring proper embarking & disembarking of the passengers, baggage control; clearing of flights with customs, and other related customer service-oriented duties.

Duties and Responsibilities

Check-in Counter

Passenger check-in: Verifying passenger identification, issuing boarding passes, and checking in baggage.

Ticket sales and reservations: Assisting passengers with ticket purchases, changes, or refunds.

Information provision: Providing passengers with flight information, gate locations, and baggage claim instructions.

Problem resolution: Handling issues such as lost baggage, missed connections, or flight changes.

Special Attention: Handling special needs passengers (e.g., unaccompanied minors, passengers with special needs).

Security awareness: Maintaining a secure environment and reporting suspicious activities.

Gate Area

Boarding process: Checking boarding passes, assisting with boarding, and ensuring on-time departures.

Flight information updates: Providing passengers with up-to-date flight status information.

Customer assistance: Addressing passenger inquiries and resolving issues at the gate.

Overbooking management: Handling overbooked flights and rebooking passengers.

Ramp Area

Meeting Arrival Flight: guiding transfer passengers to the appropriate area for their connecting flight.

Experience and Qualifications

- Minimum high school diploma or equivalent.
- Must be able to work independently, is well organized, has a flexible and pleasant work attitude, and is courteous towards customers and team members.

- Excellent communication skills, verbal and written, in English (French, Dutch, and Spanish are considered an asset).
- Proficient computer skills (Microsoft Office; specifically Excel and Word).
- The ability to work various shifts, weekends, holidays and overtime is a must.
- Must be team-oriented and have an excellent and strong work ethic.
- Must possess the ability to handle complex customers with maximum professionalism.
- Must be able to perform under stress and in very busy conditions.
- Must be able to walk and stand for long periods.
- Must have Dutch Nationality or permanent residence.
- Experience in aviation is a plus, but not a requirement.
- Having a valid Driver's license is considered an asset.

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