



Windward Islands Airways International (Winair)  
N.V. P.O. Box 2088 / Airport Road #69 Simpson Bay,  
St. Maarten, Dutch Caribbean Tel: +1 721 545-2568

## **Join the team that keeps the Caribbean connected.**

Windward Islands Airways International (Winair) N.V., based in St. Maarten, is a well-established and growing airline operating in a dynamic international environment. With a proud history and a strong future ahead, we currently employ over 260 professionals and are preparing for significant expansion in the coming years. At Winair, our people are at the heart of our success. We are committed to investing in our employees, supporting their development, and creating a professional, collaborative workplace where ambitious talent can grow and make a real impact. To support our continued growth, we are looking for a:

# **Customer Service Agent**

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## **Department**

Reports to: Commercial Operations Manager and the Supervisor on duty.

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## **Job Scope**

This role is essential in ensuring a smooth travel experience for passengers through efficient ticketing

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## **Duties and Responsibilities**

### **Make flight bookings using the reservation system.**

- Handle flight reservations efficiently by using our internal reservation system to search for availability, provide fare options, and secure bookings. Ensure all passenger information is entered accurately, apply applicable fares and rules, and confirm itineraries in accordance with airline policies. Assist passengers with changes, upgrades, cancellations, and special service requests as needed to support a smooth travel experience.

**Respond to incoming phone inquiries regarding flight bookings, ticketing, and general passenger information.**

- Handle all inbound calls from passengers professionally and efficiently, providing accurate information on flight schedules, fares, baggage allowances, airline policies, and travel requirements. Assist customers with booking or modifying reservations, processing payments, and addressing any questions related to their travel itinerary. Ensure each inquiry is resolved promptly to maintain a high standard of customer service.

**Issue tickets to passengers accurately and efficiently.**

- Process ticket sales in accordance with our procedures, ensuring accuracy in passenger details, fare calculations, taxes, and applicable fees. Reissue, exchange, or refund tickets when needed, following established policies. Maintain compliance with aviation guidelines to ensure error-free documentation and smooth passenger travel.

**Passenger Services**

- Provide in-person frontline customer service at the ticket booth, assisting passengers with inquiries, ticket purchases, itinerary changes, travel requirements, and other service needs. Support passengers by offering clear and accurate information, helping resolve issues on the spot, and ensuring smooth and professional customer experience. Coordinate with relevant departments when needed to ensure passengers receive timely assistance.

**Maintain accurate records for administrative and operational purposes.**

- Ensure all booking transactions, ticketing activities, passenger interactions, and operational reports are properly recorded and filed. Maintain up-to-date documentation for daily sales, flight manifests, passenger lists, administrative forms, and any required regulatory records. Accuracy in recordkeeping supports audits, operational planning, and compliance with aviation standards.

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## **Qualifications:**

- High school diploma or equivalent.
- Previous experience in customer service or airport operations is an asset.
- Strong communication and interpersonal skills.
- Ability to work in a fast-paced, team-oriented environment.
- Proficiency in using reservation systems and basic computer applications.
- Willingness to work flexible hours, including weekends and holidays.

**IF APPLICABLE: Only candidates with Dutch nationality or a valid permanent residence permit/work authorization for Sint Maarten will be considered**

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## Interested in joining the Winair team?

Are you ready to take the next step in your career and become part of a dynamic and growing organization? If you believe you are a strong match for this opportunity, we would love to hear from you.

Please submit your application, including a motivation letter and your updated resume, to the Human Resources Department at [humanresources@fly-winair.com](mailto:humanresources@fly-winair.com) by **April 30, 2026**.

Would you like to learn more about the role or do you have any questions? Feel free to contact us at the same email address, we are happy to provide additional information.

We will contact shortlisted candidates to schedule a formal interview.