



**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 Supervisor**

**Organizational Relationship:**

Reports to: The Customer Service Supervisor reports to the Manager of Passenger Service or in their absence, the Stations Operations Director St. Maarten.

**Job Scope:**

We are seeking an experienced and motivated Customer Service Supervisor to oversee daily station operations and ensure the highest level of service delivery. This role requires strong leadership, operational knowledge, and the ability to manage staff while maintaining compliance with company policies and procedures.

**Duties & responsibilities**

**Customer Service & Operations**

- Oversee daily customer service operations including check-in, boarding, and passenger assistance
- Ensure courteous, professional, and efficient service is provided at all times
- Handle escalated customer complaints and operational irregularities

**Supervision & Personnel Management**

- Supervise assigned customer service staff and ensure adherence to company standards
- Monitor staff performance, punctuality, grooming, and conduct
- Provide coaching, guidance, and feedback to team members
- Assist with scheduling, overtime management, and task allocation

### **Operational Oversight**

- Monitor operational developments and proactively address issues affecting flight operations
- Ensure compliance with company manuals, procedures, and safety regulations
- Perform all station duties as required and ensure proper execution of paperwork

### **Administration & Reporting**

- Maintain accurate operational records, reports, and logbooks
- Oversee proper use, upkeep, and availability of company materials
- Report equipment or supply shortages to management
- Support management with operational data and recommendations

### **Qualifications :**

- Minimum 2-4 years of experience in customer service within the airline or travel industry
- Prior supervisory or leadership experience preferred
- Strong leadership, organizational, and communication skills
- Ability to work under pressure and manage operational challenges
- Strong command of the English language; Dutch is an asset
- Flexibility to work shifts, including weekends and holidays
- High School Diploma or equivalent (additional qualifications are an asset)

### **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)

If your profile matches our requirements and you hold Dutch nationality or a valid permanent residence permit, we will contact you to schedule a formal interview.