



Windward Island Airways International (WINAIR) N.V.
Airport Road 69, Simpson Bay, St. Maarten
Dutch West Indies

VACANCY

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 288 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: Manager Passenger Services

Job Scope:

We are seeking an experienced and motivated Customer Service Supervisor to oversee daily station operations and ensure the highest level of delivery service. 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 checking, boarding and passenger assistance
- Ensure courteous, professional, and efficient service is always provided
- 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

Human Resources Department

Email: humanresources@fly-winair.com

Website: Winair.sx/careers



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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 on equipment or supply shortages to management
- Support management with operational data and recommendations

Qualifications:

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- 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)

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

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 no later than **October 28, 2026**. If you would like to learn more about the position or have any questions, please feel free to contact us at the same email address. Our Human Resources team will be happy to provide additional information. Only shortlisted candidates will be contacted to schedule a formal interview.

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