

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, the CEO and CFO are looking for

Manager Customer Service

Job Scope

By motivating, managing, and guiding the operational customer services teams of fifty employees, the Customer Service Manager (CSM) plays a crucial role in fostering the high standards of passenger services and customer satisfaction of WINAIR'. The CSM is responsible for our teams at the airport and HQ that help customers throughout the customer journey: reservation, check-in, at the gate, etc. The CSM is part of the operational management team and plays an important role in optimizing processes at Winair, to make us even more customer-focused.

RESPONSIBILITIES:

- Responsible for the daily Management of the ticket office, check-in, passenger boarding, administrative duties, lost and found, reservations, and control.
- Determines customer service requirements by maintaining contact with customers, conducting surveys, and analyzing information.
- Investigate Passenger's problems and find solutions.
- Improve customer service quality by studying, evaluating, and re-designing processes where needed; monitor and analyze results; and implement changes.
- Organizes, directs, and controls the activities of the personnel assigned to her.
- Initiates corrective actions where needed.
- Must be thoroughly familiar with company policies and domestic regulations.
- Formulates and ensures execution of policies and procedures.
- Deploys and directs the required training program for department personnel.
- Proposes and maintains a current company passenger handling manual and the sections of other company manuals.
- Maintains direct liaison with other department managers, notably in Passenger Support Services, Operations, Flight Services, and Marketing.
- The Passenger Handling Manual must be amended and updated.
- Handle and solve customer complaints as per company procedures and policies.

- Is responsible for and puts rules, regulations, checks, and balances in place to ascertain the completeness of receipt of company funds that are collected or should be collected at the airport, in particular, excess and extra baggage income.
- Executes other tasks not mentioned above, assigned by the Director CS, Sales & Marketing, providing that the work can be delegated to the employee.

QUALIFICATIONS:

- HBO or equivalent educational level in a related area.
- Minimum five years of Airline and Management Experience.
- Must be assertive and solution-oriented.
- Strong organizational skills and attention to detail.
- Airline experience is a strong preference, but a strong CS management experience from the Hotel Industry is also accepted.

SKILLS:

- People manager by nature.
- Management experience is a must.
- Decision Making.
- Managing Processes.
- Planning.
- Tracking Budget Expenses.
- Analyzing Information.
- Developing.

We offer an independent, autonomous role with an attractive remuneration package, with the possibility to grow and develop within the company.

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.

The deadline for application submission is February 12, 2024.