



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

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 over 260 employees, but we expect to grow substantially in the upcoming years. Winair is committed to investing in its employees, empowering them, and creating an exceptional workplace for ambitious professionals. To support further growth, Winair is looking for a :

Customer Service Agent

Department

Passenger Handling Department

Job Scope

The Customer Service Agent is responsible for ensuring a smooth, timely, and pleasant passenger experience from reservations through boarding. This role plays a key part in delivering excellent customer service while maintaining efficient airport operations.

Duties and Responsibilities

- Assist passengers with reservations and ticketing services.
 - Perform passenger check-in for departing flights.
 - Support boarding and deplaning procedures.
 - Provide baggage assistance and manage Lost & Found services.
 - Answer telephone inquiries and provide accurate flight and passenger information.
 - Maintain proper records and ensure counters and office areas remain organized and professional.
-

Qualifications

- High school diploma or equivalent.
 - Previous customer service or airport experience is an asset.
 - Strong communication and interpersonal skills.
 - Professional, reliable, and well-organized.
 - Ability to work shifts in a fast-paced operational environment.
 - Must hold Dutch nationality or possess a valid residence permit.
-

Interested in Joining Our Team?

If you are detail-oriented, service-driven, and eager to contribute to efficient flight operations, we would love to hear from you.

Please submit the following documents to the Human Resources

Department at:
humanresources@fly-winair.com

- Motivational letter
- Updated resume
- Completed application form
- Copy of your passport

If your profile matches our requirements, we will contact you to schedule a formal interview.