

**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, Winair is looking for

## Customer Service Agent

### Organizational Relationship

The Customer Service Agent reports to the Customer Service Supervisor.

### Job Scope

The Customer Service Agent is responsible for providing all customer service activities to WINAIR customers. Tasks include, but are not limited to: making bookings in the reservations system; issuing tickets to customers, and other related customer service-oriented duties.

### Duties and Responsibilities

#### *Call Center*

Customer inquiries: Answering calls regarding flight reservations, changes, cancellations, and general inquiries.

Problem resolution: Addressing customer complaints and issues. Dealing with difficult or irate customers.

Sales and upselling: Promoting additional services such as seat upgrades, baggage allowance, and travel insurance.

System updates: Maintaining accurate passenger information in the airline's reservation system

### Experience and Qualifications

- Minimum high school diploma or equivalent
- Must be able to work independently, is well organized, has a flexible and pleasant work attitude, and is courteous towards customers and team members
- Excellent communication skills, verbal and written, in English (French, Dutch and Spanish are considered an asset)
- Proficient computer skills (Microsoft Office; specifically Excel and Word)
- The ability to work various shifts, weekends, holidays and overtime is a must
- Must be team-oriented and have an excellent and strong work ethic
- Must possess the ability to handle complex customers with maximum professionalism
- Must be able to perform under stress and in very busy conditions.
- Must be able to walk and stand for long periods.
- Must have Dutch Nationality or permanent residence.
- Experience in aviation is a plus, but not a requirement.
- Having a valid Driver's license is considered an asset.

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](mailto:humanresources@fly-winair.com)..