

WINAIR is looking for you!



EXECUTIVE ASSISTANT

Join Winair as an Executive Assistant! We're St. Maarten's successful airline, seeking a dynamic and motivated individual to support our CEO and CFO in administrative and executive tasks. As a key player in our team, you'll manage calendars, contribute to internal communications, and handle travel arrangements, among other responsibilities.

Key Responsibilities:

- Calendar management for the CEO & CFO.
- Proactively assisting with internal communication.
- Organizing meetings, events, and conferences, including minute-taking.
- Coordinating travel for the CEO/CFO and Supervisory Board.
- Providing excellent customer service and overseeing the reception area.

Qualifications:

- Minimum Havo high school diploma or equivalent.
- Three (3) years' experience in a similar position.
- Strong organizational skills and attention to detail.
- Excellent communication skills in English and Dutch.
- Ability to work independently and adapt to changing priorities.
- Reliable, integer, accurate, and discrete.
- Advanced skills in Microsoft Office Suite.
- Must have Dutch Nationality or permanent residence.

We offer an independent, autonomous role with an attractive remuneration package, providing ample opportunities for growth and development within the company.

MANAGER CUSTOMER SERVICE

Join the dynamic team at Winair as the Manager of Customer Service! As the successful airline of St. Maarten, Winair is on a growth trajectory, and we are investing in our employees to create an excellent workplace for ambitious professionals. We're seeking a motivated individual to take on the role of Customer Service Manager (CSM), responsible for leading and guiding our operational customer services teams.

Key Responsibilities:

- Oversee daily operations, including ticket office, check-in, passenger boarding, and administrative duties.
- Analyze customer service requirements through surveys and direct contact with customers.
- Investigate and resolve passenger problems, continually improving service quality.
- Organize, direct, and control personnel activities, initiating corrective actions when necessary.
- Maintain compliance with company policies and regulations, ensuring thorough familiarity.
- Collaborate with other department managers for seamless operations.

Qualifications:

- HBO or equivalent education in a related area.
- Minimum five years of airline and people management experience.
- Assertive, solution-oriented, with strong organizational skills.
- Preference for airline experience, but strong customer service management from the hotel industry is also accepted.

Join us in fostering high standards of passenger services and customer satisfaction. We offer an autonomous role with an attractive remuneration package and room for professional growth.

MANAGER DISPATCH & OPERATIONS CONTROL

Join the success story at Winair! We're the leading airline in St. Maarten, thriving in a dynamic international environment. With a workforce of 180 and exciting growth plans, we're investing in top talent to join us as the Manager of Dispatch and Operations Control.

In this key role, you'll lead the dispatch department. Responsibilities include managing dispatch activities, collaborating with various departments, and implementing strategies for on-time performance and safety. Your role involves handling operational incidents, providing feedback to employees, and fostering a positive team environment.

Qualifications:

- Bachelor's degree or equivalent experience
- FAA Aircraft Dispatch license (a plus)
- 5+ years in airline dispatch operations
- 2+ years of supervisory experience
- Knowledge of dispatch, airport operations, and airline policies
- Strong analytical and organizational skills
- PC proficiency in Microsoft Office
- Ability to work flexible hours, including weekends and holidays

We offer an autonomous role with an attractive remuneration package, providing opportunities for professional growth within our vibrant company.



Apply now and be part of Winair's exciting journey! Interested candidates can apply in writing with a motivation letter, resume, certificates/diplomas, proof of vaccination, passport copy, and residence document if applicable to humanresources@fly-winair.com, the deadline for application submission is February 12, 2024.