



People · Professionalism · Partnership

## AIRLINE COORDINATOR

FULL-TIME | CURAÇAO

### LOOKING FOR A NEW CHALLENGE?

If you are looking for a challenge in a rapid environment in the aviation services industry and are motivated to work in a multicultural company and a position that allows you to put your ideas into practice, this will be an excellent opportunity for you.

**Apply by emailing:**

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### MAIN RESPONSIBILITIES

- Lead by example in order to ensure we deliver consistently great customer experiences at every touchpoint
- Ensure available resources are used to the optimum level (monitor and control overtime payments)
- Support and identify training needs and where required train, coach and mentor the team
- Create and maintain a progressive, open feedback culture by managing the performance of employees
- Resolve all customer service challenges in a timely manner and assist in negotiations with new customers
- Strict implementation of Passenger Service budget
- Ensure compliance with all SOPs and policies in order to meet or exceed regulatory standards and deliver the desired customer service experience
- Ensure all safety and security processes and procedures are complied with at all times
- Any other duties that may be required

### YOUR PROFIL

- Havo or HBO diploma or equivalent
- Passionate about customer service and must have relevant work experience.
- Leadership and people management skills
- A proven ability to problem solving and decision-making experience.
- Planning and organizing skills
- Excellent communication skills of Portuguese and English (written and verbal)
- Commitment to continuous improvement
- Computer literate (Office Word, Excel, Powerpoint)
- A good understanding of all regulatory and recommended procedures that relate to the airport environment.
- Flexible to work on various shifts (days, evening, nights, weekends, and holidays)