

WINAIR

is looking for you!

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Antilliaans Dagblad

MANAGER CUSTOMER SERVICE

WINAIR is looking for a Customer Service Manager to lead our Customer Service team in providing exceptional customer service to our passengers. The ideal candidate will have a minimum of 5 years of airline and management experience, as well as strong organizational, communication, and analytical skills.

You will manage the daily operations of the customer service team and develop and implement policies and procedures to improve customer service quality. Overseeing the training and development of customer service personnel is also an important aspect and you will work closely with other department managers to ensure a seamless customer experience.

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 or a strong CS management experience within the hospitality industry.
- A kind and firm people manager by nature.
- Capable of decision making in sometimes hectic circumstances.
- Strong analytical and planning skills to optimize processes.
- Strong communication skills to deal with all stakeholders.

If you are a passionate customer service professional who is looking for a challenging and rewarding opportunity, we encourage you to apply.
See our full vacancy description on our career page.

MANAGER DISPATCH AND OPERATIONS CONTROL

WINAIR is looking for a Manager Dispatch and Operations Control to lead our Dispatch team and overall management of the dispatch department and functionally controls the day of operation. This includes overseeing the day-to-day operations and developing and implementing strategies to improve on-time performance and safety. The Manager must have a strong understanding of aviation operations and regulations and excellent leadership and communication skills.

The ideal candidate will have a strong track record of success in managing and leading a team of Dispatchers.

The ideal candidate will also have excellent communication skills, both written and verbal, in order to effectively communicate with other departments and stakeholders.

A deep understanding of airline operations and dispatch procedures is important, this includes knowledge of flight planning, weather forecasting, and operational disruptions.

The ability to think critically and make sound decisions under pressure is essential for this role. The ideal candidate will also be able to identify and resolve problems quickly and efficiently.

If you are a highly experienced and motivated Manager with the skills and qualifications we are looking for, we encourage you to apply.
See our full vacancy description on our career page.



scan the QR code or visit our career page on our website for the full vacancy descriptions and further vacancy application details

<https://www.winair.sx/careers>