

<https://careers.southwestair.com/job/37017/Senior-Manager-of-Leave-FMLA>

## Senior Manager of Leave & FMLA

Southwest will provide a stable work environment with equal opportunity for learning and personal growth. Employees will be provided the same concern, respect, and caring attitude within the organization that they are expected to share externally with every Southwest Customer.

### JOB SUMMARY

Provide leadership, direction, and communication to ensure the leave management Employee Services Teams operate as productively and efficiently as possible. Lead new process/system implementations, change-management, and special projects to support the shared services department model.

### RESPONSIBILITIES

#### Subject Expertise

Oversee/coordination of several complex, high-risk, and highly confidential business functions including FMLA, Americans with Disabilities Act (ADA), State, Federal and Company Leaves of Absence

Compile information to support Legal and/or Labor Relations to use in litigation, arbitrations, or system

Create and facilitate leave and disability claims management training for Leaders across Company

Maintains expert level knowledge of all union contracts, state/federal employment laws, and Company procedures for applicable business areas

#### Projects

Manage Employee Services projects to ensure that key milestones and delivery dates are met and to support the project work plan

Utilizes knowledge of systems as well as upstream/downstream business processes to oversee user acceptance testing and development of controls to mitigate risk

#### Management

Responsible for recruiting and talent retention in assigned business areas

Create specific, measurable Leadership and Team goals that align with Departmental goals and Company-wide strategic objectives

Hold direct reports accountable to Company Leadership Expectations and performance management processes, including goal setting, evaluation, and succession planning

Coach, mentor, and develop multiple teams of Team Leaders and Specialists including overseeing new Employee onboarding and providing career development planning and opportunities

Identify and monitor key performance metrics of assigned Teams, taking action as necessary to ensure operational goals are achieved

Oversee the planning/staffing of teams to ensure optimal workforce and resource utilization to meet departmental productivity and quality goals at the lowest possible cost

Evaluates Team Leader and Employee performance and conducts performance appraisals

#### Process

Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output

Collaborate with peers across Employee Services to identify opportunities to improve efficiency across teams to achieve better departmental efficiency

Maintain an expert level understanding of business processes in applicable business areas

#### Training

Use expert knowledge of business processes to minimize Company risk without causing unnecessary loss of efficiency/productivity

Responsible for design, development, and delivery of internal and Customer-facing training including but not limited to communications/bulletins, job-aids, training manuals, etc.

Conduct periodic location visits to educate, support and strengthen working relationships with internal Customers

#### Other

Must be able to meet any physical ability requirements listed on this description

May perform other job duties as directed by Employee's Leaders

#### KNOWLEDGE, SKILLS AND ABILITIES

Must be self-motivated, driven, and capable of working in a self-directed environment

Understands how corporate and departmental policies interact with local, state, and federal laws

Acts as a subject matter expert to assist fellow Leaders and Employees in resolving questions, discrepancies, or procedural problems

Utilizes excellent time-management, prioritization, and negotiation skills to manage multiple simultaneous projects/activities with competing deadlines

Possesses excellent verbal communication skills with demonstrated ability to articulate and influence at all levels of the organization with confidence

Must be able to work in a fast-paced environment with frequent interruptions and low tolerance for error

Demonstrates strategic, thoughtful problem-solving by using big-picture data to speak to the right audience with the right message

Works well with others and builds strong rapport with all levels of Employees, Customers, Coworkers, and Leaders

Must demonstrate a positive attitude and encourage Employees to think beyond current work processes to innovate

Able to analyze medium to large business problems, effectively determine root cause, and engage Senior Leaders to recommend actionable solutions

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