

Sr. Manager - Benefits Administration & Health Advocacy

We are committed to provide our Employees a stable work environment with equal opportunity for learning and personal growth. Creativity and innovation are encouraged for improving the effectiveness of Southwest Airlines. Above all, 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.

Responsibilities:

Leads strategy and team to improve the health and productivity of Southwest Employees. Provides strategic Leadership in analyzing, selecting, implementing and delivering highly-valued Health and Welfare benefits. Serves as the main interface between the Benefits Team, vendors, and internal Customers. Leads a team of analysts and generalists with expertise on a variety of key areas of compliance and reporting under applicable law and regulations. Works to ensure ongoing enrollment and utilization of benefits available to Employees. Designs, implements and manages policies, programs and procedures for SWA's health promotion/wellness initiatives designed to improve Employee health and well-being.

WORK ACTIVITIES/CONTEXT:

- Leads, selects, develops and motivates a team of Employees to analyze, create and implement health and welfare benefits for internal Customers
- Assists in plan design as well as in the development and administration of innovative policies and programs to contain costs while meeting the Company objective of providing health and welfare benefits for Employees
- Works with in-house and third party professionals in all areas of SAP HCM/SAP HR system implementation and maintenance, including requirements gathering, process design, and testing
- Assures compliance with and reporting under applicable law and regulations including, but not limited to ERISA, Form 5500 filings, Internal Revenue Code (sections 105, 125, 129, 501(c)(9), etc.), IRS regulations, COBRA, HIPAA, USERRA, FMLA, etc.
- Interacts with and supports audits of various benefit plans. Supports various governing committees related to Employee benefits
- Participates in planning and executing Employee benefits communication programs (including the development and maintenance of summary plan descriptions) to ensure ongoing enrollment in and utilization and appreciation of the various Benefits available to Employees
- Educates Employees through communication, one-on-one assistance and other avenues in efficient plan selection and utilization
- Manages Requests for Proposals for a variety of vendors and assists in appropriate selections
- Manages a variety of vendors to include assuring Performance Guarantees are being met
- Enhances health awareness and promotes new initiatives.
- Ability to develop and deliver business case presentations to executive level Leadership
- Develops, implements and maintains health promotion/wellness programs and events by benchmarking and staying current with best practice as well as understanding the needs of the Southwest Airlines community
- Negotiates vendor contracts, integrates into the health plans and analyzes performance
- Works with consultants and vendors to analyze data and research trends on health and wellness, continually bringing new thought to wellness program management
- Initiates and presents ideas for health promotion and wellness philosophy design and development
- Responsible for internal communications and program visibility--coordinates communication activities
- Manages financial impact and budget of programs and projects
- Compiles ROI impact presentations to Teams and Leadership

- Coordinates annual companywide health screen assessments, biometric screenings (as applicable), or other mechanism used in the Southwest Airlines program
- Visits various regional sites as wellness programs roll out.
- Develops training where applicable
- Provides logistical support to operational locations to facilitate implementation
- Develops a resource library of 'health promotion possibilities' for field sites to develop their own wellness initiative

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

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

Qualifications:

BASIC QUALIFICATIONS:

- High School Diploma, GED or equivalent education required.
- Must be at least 18 years of age.
- Must have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

EDUCATION:

- Bachelor's degree in Business, Human Resource Management or related field strongly preferred or a minimum of five years leading Company benefit plans required.

WORK EXPERIENCE:

- Must have eight years' experience in health plan management or related field including management skills and experience.
- Must have three to five years' experience in Leadership, management techniques and supervisory skills.
- Experience managing multiple benefit plans for various business groups a plus.
- 3 years' experience managing a Corporate Wellness Program preferred.
- Prefer experience in developing corporate health and wellness initiatives from the beginning to end-- developing the prototype through implementation and measurement of success with a plan toward sustainability.

LICENSING/CERTIFICATION:

- PHR/SPHR, CEBS or CBP preferred.

SKILLS/ABILITIES/KNOWLEDGE/WORK STYLE:

Must be able to comply with Company attendance standards as described in established guidelines.

- Must have excellent analytical skills and an in-depth knowledge of employee benefit plan design and the related regulatory environment.
- Must understand and be able to work effectively with complex Benefits systems.
- Must understand technology project life cycle as it relates to requirements gathering, testing, delivery, and QA.

- Must understand touch points between other HR Systems (Payroll, FI/CO, OM, PA, etc).
- Must be capable of evaluating the impact of various benefits proposals on system.
- Must be able to use a computer keyboard with sufficient speed to meet the demands of the job. Must be able to use several software packages, specifically including word processing and spreadsheet software.
- Must be able to read documents, follow instructions, learn and understand and teach training materials. Must possess excellent oral and written communication skills and be able to make presentations and teach in front of large and small groups.
- Must be able to handle and resolve complex benefit issues and be able to interface well with People at all levels within the Company.
- Must possess excellent organization skills. Must be able to work under tight time constraints to accomplish assignments and projects.
- Occasional travel required.
- Must have the flexibility to work extend hours and/or weekends to meet deadlines on an as needed basis.
- Must be able to work well with others as part of a team, meet the public at all levels, represent the Company and department and have the ability to perform well under pressure.

OTHER QUALIFICATIONS:

- Must meet confidentiality expectations as to confidential, proprietary and sensitive Company information.

Must maintain a well-groomed appearance per Company appearance standards as described in established guidelines.

Southwest Airlines is an Equal Opportunity Employer

If you are interested in this opportunity, please reach out to Ursula Howell, Recruiter at Southwest Airlines @ Ursula.Howell@wnco.com