

## Manager Health Benefits

### Overview:

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:

Provides strategic Leadership in analyzing , selecting, implementing and delivering highly-valued Health and Welfare benefits sponsored by Southwest Airlines. 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.

### **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.

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

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

### **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:**

- College degree in Business, Human Resource Management or related field strongly preferred or a minimum of five years leading/administering Company benefit plans.

### **WORK EXPERIENCE:**

- Must have five to seven 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.
- Must have three to five years of experience with SAP HCM/SAP HR including experience with SAP implementation and/or upgrade projects.
- Experience managing multiple benefit plans for various business groups a plus.

### **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 (SAP HCM/SAP HR).
- Must understand SAP project life cycle as it relates to requirements gathering, testing, delivery, and QA.
- Must understand touch points between SAP HCM/SAP HR and other SAP modules (Payroll, FI/CO, OM, PA, etc.).
- Must be capable of evaluating the impact of various benefits proposals on SAP configuration (and vice versa).
- 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***