



The **Southwest Airlines** Benefits Consultant is responsible for all aspects of the design, development, implementation, and maintenance of H&W benefits programs, policies, operations and vendor performance. Key responsibilities include developing business cases, defining program objectives and requirements, initiating program setup, establishing and implementing program management plans, monitoring program results, and developing sustainability measures. This position has significant latitude for the use of creative direction and may perform as an indirect lead to small project Teams.

**WORK ACTIVITIES/CONTENT:**

- Serve as a strategic advisor by identifying, challenging, prioritizing, and/or recommending plan provisions, strategies, or investment options including conducting in-depth data analyses, constructively challenging ideas and thought processes, designing effective solutions, executing plans, and creating success measures
- Advise Leadership in ensuring consistent application and integration of all policies and procedures; local, state, and federal laws; and government regulations pertaining to Benefit practices
- Develop and ensure consistent application and integration of all plan amendments and policies including by partnering with Legal to ensure plans are fully compliant with relevant governing rules and regulations, both current and potential pending regulations, as well as SWA internal controls
- Initiate and develop professional relationships across the Company and within the industry in order to consult on program initiatives, gain insight, and identify potential resources
- Manage the development, tracking, reporting, and analysis of plan goals, outcomes, performance metrics, and return on investment in order to evaluate employee engagement, contribution rates, asset accumulation and retention, participant account leakage, and the value of the retirement plans
- Oversee communication strategies by creating and executing timelines, identifying key audiences, developing compelling messages, and continually improving communication techniques, tools, and processes in order to ensure consistency, quality and sustainability of communications
- Drive cutting edge initiatives by analyzing industry trends, best practices, and the competitive landscape in order to incorporate those best aligned with Company strategic objectives, priorities, and long-term goals
- Create and deliver presentations to Leadership including business cases, project proposals, plan status reports, process improvement recommendations, as well as providing consultative support regarding strategic objectives and tactical program actions
- Manage all risk associated with program planning by identifying and forecasting pertinent problems, evaluating and recommending solutions, and implementing the appropriate course of action
- Create and lead project Teams by assembling core Team participants, assigning individual responsibilities, managing accountability, motivating Team members, and mediating conflict in order to ensure standards are maintained, processes are followed, and information is disseminated appropriately
- Must be able to meet any physical ability requirements listed on this description.
- May perform other job duties as directed by Employee's Leaders.

**EDUCATION:**

Required/Preferred	Education	Description
Required	High School Diploma or GED	



Required Bachelor's Degree or equivalent work experience

**WORK EXPERIENCE:**

Required/Preferred	Years of Experience	Description
Required	8 Years	benefits related experience
Preferred	2 Years	managing projects and/or programs

**PHYSICAL ABILITIES:**

- Ability to perform work duties from desk/office work area for extended periods of time.

**KNOWLEDGE/SKILLS/ABILITIES/WORK STYLE:**

- Strategic visioning and planning skills
- Ability to track and execute multiple projects while maintaining a high level of attention to detail
- Ability to identify and solve conflicts or roadblocks within a Team
- Ability to adjust, respond, and manage a changing list of priorities to meet deadlines
- Ability to make decisions considering the relative costs and benefits of potential actions to choose the most appropriate choice
- Ability to effectively communicate at Leadership levels
- Strong skills in formatting and presenting data and information
- Ability to influence stakeholders at all levels of the Organization
- Ability to build credibility with business leaders and navigate inter-organizational politics utilizing tact and diplomacy
- Ability to measure progress towards goals, anticipate changes, and react accordingly
- Ability to work under pressure with a sense of urgency
- Ability to use statistical information to identify trends and track progress of the programs
- Ability to reflect upon and learn from one's own experiences and those of others
- Ability to set Program goals and milestones and working independently to meet or exceed these goals

**OTHER QUALIFICATIONS:**

- Must maintain a well-groomed appearance per Company appearance standards as described in established guidelines.
- Must be a U.S. citizen or have authorization to work in the United States as defined by the Immigration Reform Act of 1986.
- Must be at least 18 years of age.
- Must be able to comply with Company attendance 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 at [Ursula.Howell@wnco.com](mailto:Ursula.Howell@wnco.com) by October 18<sup>th</sup>.***