POSITION DESCRIPTION

<table>
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<th>Job Title:</th>
<th>Department:</th>
<th>Reports To (Title):</th>
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<tr>
<td>Scheduling Research Assistant</td>
<td>Contract Administration</td>
<td>Scheduling Research Supervisor</td>
<td>01/21/2020</td>
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General Purpose Of Position: This position will assist the Scheduling Research Committee by formulating and applying data analysis to pilot scheduling information to educate the membership, formulate scheduling recommendations, support internal departments and develop member-facing products and reports.

Summary Of Essential Job Functions:
- Customer (Pilot) Service – Assist with phone and email on scheduling/contract inquiries and SRC products and applications.
- Monitor and update reports and subscriptions and create new analytics through SQL/Excel/BI
- Ensure updates to website including blank line projection, vacancy projection, RP, NP, blogs, reports
- Review statistics and reports for trends/anomalies
- Contribute to and manage scheduling committee article submissions and other communication
- Assist with preparing presentations for various briefs and meetings
- Coordinate development and deployment of app updates
- Internal SWAPA Support - Ad hoc data requests for SRC/NC/CA or other committees and departments
- Monitor and liaison with Company for CWA updates and database impact
- Capture Company communication such as vacancies, upgrades, new hires

Qualifications:

Minimum Qualifications:
- Understanding of airline crew scheduling (Southwest Airlines experience preferred)
- Microsoft Office - Outlook, Word, Excel, PowerPoint (Sharepoint, Teams preferred)
- Customer service experience - must be able to communicate with Members both verbally and in writing (primarily email)
- Writing Skills required – Must be able to write, edit and proofread various communication from Tweets through multi-page documents
- Proven ability to coordinate & manage the efforts of the team (committee pilots and SWAPA staff) to produce articles and data products and coordinate with other committees (Comm, IT) for publishing and follow up as required
- Hard filing, document management, and virtual filing skills

Preferred Qualifications (training provided if required)
- MSSQL Server / Report Builder – writing SQL code, turning queries into reports and working within the MSSQL management studio system
- Business Intelligence Tools – Power BI, other Business intelligence suites. Ability to set up connections to database, understanding of data warehousing

Education (level, and degree if applicable)
Bachelor’s or higher preferred

Licensing/Certification
N/A
Physical Abilities
N/A

Other Qualifications (include knowledge, skills, general abilities/mental demands, attributes, and/or work style)
Must be able to work independently and demonstrate the ability to prioritize multiple ongoing projects with deadlines.
Must be an U.S. citizen or have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

Director Approval: __________________________

Executive Director Approval: __________________________

Executive Officer Approval: __________________________