



**Job Title:** Contract Administrator I or II

**Department:** Contract Administration

**Reports to:** Contract Administration Supervisors

**Eff. Date:** 03/15/2018

**General Purpose of Position:** This position requires project management ability, excellent organizational and analytical skills, and customer service experience. Airline industry knowledge is a plus. The ideal candidate will have experience with interpreting and administering collective bargaining agreements, as well as communicating with a variety of people over contractual issues. In addition, this position requires the ability to regularly interact with the SWAPA pilot membership and Southwest Airlines (or Company) representatives. Strong verbal and written communications skills are required.

**Summary of Essential Job Functions:** Primary duties will include interpreting and advising membership on contractual provisions via telephone and email, as well as communicating and coordinating with the pilot-volunteer Contract Administration Committee. Qualifications: Customer service experience. Ability to work well under pressure to meet deadlines while still delivering a quality product. Self-motivation and initiative to work independently, as well as the ability to adapt to a team environment. Ability to learn and fully understand a complex collective bargaining agreement. Strong computer skills are desired.

**Experience:** At least 2 years of customer service experience. At least 2 years of airline experience is strongly desired. Experience with airline unions, collective bargaining agreements, or contract administration is preferred.

**Education:** College Degree preferred.

**Licensing/Certification:** None

**Other requirements:** Must be a U.S. citizen or have authorization to work in the United States as defined by the Immigration Reform Act of 1986.

Please submit resumes via email to: Janice Cama    [jcama@swapa.org](mailto:jcama@swapa.org)

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