

## JOB DESCRIPTION

| Job Title:                     | Title Code: | Department:      | Reports To (Title): |
|--------------------------------|-------------|------------------|---------------------|
| Associate Analyst              |             | Network Planning | Sr Manager          |
| Team or Group (If Applicable): |             | Location:        | Date:               |
| Network Initiatives            |             | HDQ              | 8/23/2021           |

In addition to job duties, all Employees are hired and held to our Southwest Values & Expectations:

### All Employees

#### Live the Southwest Way

**Warrior Spirit**  
 Strive to be the best  
 Display a sense of urgency  
 Never give up

#### Work the Southwest Way

**Work Safely**  
 Follow standard operating procedures  
 Identify and report hazards  
 Respect and comply with regulations

**Servant's Heart**  
 Follow The Golden Rule  
 Treat others with respect  
 Embrace our Southwest Family

**Wow Our Customers**  
 Deliver world-class Hospitality  
 Create memorable connections  
 Be famous for friendly service

**Fun-LUVing Attitude**  
 Be a passionate Team Player  
 Don't take yourself too seriously  
 Celebrate successes

**Keep Costs Low**  
 Show up and work hard  
 Protect our ProfitSharing  
 Find a better way

### All Leaders

#### Develop People

Know and serve your People  
 Encourage strengths; address weaknesses  
 Build a deep and diverse bench

#### Build Great Teams

Build and maintain trust among Team Members  
 Encourage vigorous debate and dialogue  
 Cultivate an inclusive environment

#### Think Strategically

See beyond today's activities  
 Embrace problem solving  
 Translate broad objectives into specific action plans

| General Purpose Of Position: | Indicate in one or two sentences the general purpose of the position. This statement should be a general summary of the essential functions listed in the next section, such as it may appear in the job posting and/or advertisement. |
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Do you love working with numbers and data? Can you see the numbers and data come alive and tell a story? Do you like problem solving? If you yelled YES to these questions, this may be your perfect job!

In this Associate Analyst role you will receive 18 month of training, coaching, and mentoring as you are introduced to Southwest Airlines and the dynamic airline industry. Each step of the way you will apply your new learning to current day challenges across Network Planning and other operational planning departments. This cross-functional training and exposure will build your skills, knowledge and personal brand making you uniquely qualified for your next career step at Southwest Airlines.

In this role, an Associate Analyst will develop a basic understanding of the techniques used to design airline networks including schedule editing, optimization, operational simulation, profitability forecasting, and operational constraint management. Activities will also include accessing & combining data to perform complex analytics supporting highly visible projects that impact all of our Employees and Customers.

An Associate Analyst is responsible for various analytical functions such as understanding and interpreting key performance indicators, explaining variances and trends, and providing decision support for operational and financial initiatives.

An Associate Analyst must be comfortable preparing and presenting their thought and analysis, using verbal and written communication to tell a compelling story that explains the analysis and supports their recommendation.

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| <b>Summary Of Essential Job Functions:</b> | List all essential functions of the position, focusing on the purpose of the function and the result to be accomplished rather than the manner in which the function is to be performed. Include physical actions and physical environment in which task is to be performed noting all equipment and special materials needed to perform the task. <u>Do not include</u> functions that are marginal or not essential to the job. |
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**Work Activities/Context**

- Will learn in a classroom and Team environment with hands-on learning to understand basic skills needed in an Associate Analyst role
- Will learn data sources, analysis methods and calculations of key metrics for different operational groups gaining a baseline knowledge of how decisions impact different Teams across the organization
- Will learn to analyze & quantify the commercial & operational impact of changes to flight schedules & constraints
- Will be expected to demonstrate proficiency in skills taught, mastery of concepts taught, and ability to recall standard schedule and airline information
- Will use descriptive, predictive, and prescriptive tooling and techniques to evaluate and recommend commercial and operational improvements to our network.
- Will explore data and organize it into effective visualizations that communicate business insights and realistic solutions
- Will grow business acumen across departments, developing "Big Picture" thinking by learning how it all fits together
- Will seek opportunities to innovate, improve business processes, and implement efficiencies

Other:

- Must meet confidentiality expectations regarding confidential, proprietary and sensitive Company information

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

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

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| <b>Qualifications:</b> | List qualifications for this position, including information specified below. Note whether qualification is required (a "Must have" or "Must be" minimum qualifications) or preferred (could be desirable in fully performing Employee). |
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**Education (level, and degree if applicable)**

Four year bachelor's degree required (Business Analytics, STEM, Economics, Finance, Accounting, Marketing, Statistics, Operations Research or Aviation degree required)

**Experience**

- Academic/professional experience in aviation, data science or operations research preferred
- Demonstrated expertise with Microsoft Excel required
- Demonstrated experience with the Microsoft Office suite required
- Basic knowledge in tools/techniques such as SQL, Tableau, Alteryx, Visual Basic or other advanced programming language preferred

**Licensing/Certification**

N/A

**Physical Abilities**

- Most activities conducted in typical office environment which requires light lifting to overhead files and shelves.
- Some travel required.

**Skills/Abilities/Knowledge/Work Style**

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

- Strong analytical and software skills required; familiarity with data querying or reporting tools preferred
- Ability to transform raw data into easily understood, presentable and actionable findings
- Ability to answer business questions using logical reasoning and analytical skills
- Ability to identify the best tool to complete assigned work
- Develop skills around critical thinking and problem solving
- Ability to handle multiple concurrent projects and prioritize accordingly
- Exhibit a healthy and spirited Team Culture
- Strong written and verbal communication skills required
- Must possess strong organizational skills and execute with a high level of attention to detail
- Ability and desire to take ownership of individual and Team deliverables

**Other Qualifications**

- Must be able to comply with Company attendance standards as described in established guidelines
- Must be able to work under strict time constraints
- Must be willing to work periodic evenings and/or weekends
- Must be detail oriented and have the ability to recall key information such as schedule statistics and decision details
- Must be self-motivated and perform with minimal direct supervision

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.

**HR Business Partner  
signature and date:**

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**Compensation signature  
and date:**

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