

POSITION DESCRIPTION

Department:	Scheduling & Analytics	Department Manager:	Scheduling & Analytics Manager
Job Title:	Data Analyst	Reports To:	Scheduling & Analytics Manager
Classification:	Exempt	Effective Date:	6/1/2026

POSITION SUMMARY

The Data Analyst supports the organization by performing advanced data analysis, database management, and reporting related to pilot scheduling and contract compliance. This role focuses on building, maintaining, and analyzing scheduling data to support recommendations, member education, and internal decision-making.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Design, develop, maintain, and enhance analytics, dashboards, reports, and visualizations using SQL, Excel, Power BI, and other business intelligence tools.
- Import, validate, reconcile, and manage flight, pairing, line, staffing, and operational datasets within Association databases, ensuring data accuracy and integrity.
- Write, optimize, troubleshoot, and maintain SQL queries, stored procedures, and reporting processes within Microsoft SQL Server environments.
- Develop, monitor, and maintain ETL processes to support reliable data ingestion, transformation, and reporting.
- Analyze scheduling, operational, staffing, and contractual datasets to identify trends, anomalies, opportunities, and emerging issues impacting the pilot group.
- Support the Scheduling & Analytics, Contract Administration, Negotiating, and other Association committees through recurring and ad hoc reporting, research, and analytical projects.
- Assist in the development and maintenance of pilot-facing products, calculators, dashboards, website features, mobile application enhancements, and self-service tools.
- Collaborate with internal departments to develop reporting solutions, workflow automations, knowledge resources, and operational tools that improve organizational effectiveness and member support.
- Assist with implementation monitoring and compliance reporting for newly negotiated contract provisions, policy changes, and operational initiatives.
- Prepare reports, presentations, educational materials, and data visualizations that translate complex operational and contractual information into clear and actionable insights.
- Coordinate with Southwest Airlines regarding CMS updates, data feeds, database changes, and operational impacts affecting Association systems and reporting.
- Monitor data quality and proactively identify discrepancies, reporting issues, and process improvements.
- Support grievance investigations, contractual research, quality-of-life studies, vacancy analyses, reserve analyses, and other projects requiring scheduling and operational expertise.
- Research and recommend enhancements to reporting processes, analytical tools, and technology solutions that improve efficiency and data accessibility.
- Manage multiple projects and competing priorities while meeting established deadlines and stakeholder expectations.
- Exercise discretion in handling sensitive operational, contractual, and organizational data.

EDUCATION & QUALIFICATIONS

Education:

- Bachelor's degree preferred in analytics, information systems, or a related field.

Experience:

- 5+ years of experience in data analytics, airline crew scheduling, or crew operations preferred.
- Airline industry experience preferred; Southwest Airlines experience a plus.
- Experience with Power Automate or similar business process automation a plus.

Technical Skills:

- Strong MSSQL Server experience, including SQL Server Management Studio.
- Experience with ETL processes and Business Intelligence tools (e.g., Power BI).
- Strong Excel, analytical, and problem-solving skills.
- Experience with Power Automate or similar business process automation a plus.

PHYSICAL DEMAND & WORK EFFORTS

- Keying / typing, sitting, standing, and walking.
- Ability to spend large periods of time viewing computer monitor(s).
- Ability to lift up to 20 pounds.
- Ability to travel, including but not limited to driving, to/from various locations including conferences, trainings, and/or attendance at SWAPA events.
- Potential standing for long periods of time in support of Union-related activities such as picketing.
- Constant mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness in an office environment.
- Compliance with company attendance standards

Employee Name / Signature: _____

Date: _____

Manager Name / Signature: _____

Date: _____