

POSITION DESCRIPTION

Department:	Pilot Benefits	Department Manager:	Finance & Pilot Benefits Director
Job Title:	Pilot Benefits Administrator	Reports To:	Finance & Pilot Benefits Director
Classification:	Non-exempt	Effective Date:	9/1/2026

POSITION SUMMARY

Assists in the administration of pilot benefits and the education of pilots by providing information to the pilot group regarding benefit programs. Position may assist with other projects as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

To perform the job successfully, the individual must be able to execute each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please note job duties, responsibilities, and activities may change at any time, with or without notice, to accommodate business needs.

- Assist pilot members with their benefits offered by the Company and/or SWAPA by developing a deep working knowledge of all programs (STD, LTD, LOL, GVUL, COBRA, VEB, etc.).
- Maintain internal or external systems of record that track relevant issues pertaining to pilot benefits, claims, or payroll deduction changes.
- Assist in the annual open enrollment(s) with outside vendors and internal staff members.
- Assist in the New Hire Orientation presentations for new pilot members and performs internally activities and back-end tasks/documentation.
- Provide the Sr. Pilot Benefits Administrator, the Director of Finance & Pilot Benefits and/or Aeromedical/Benefits Chair with updates on routine tasks, duties, and/or projects during weekly/monthly internal meetings or externally with vendors.
- Maintain/update internal documentation on programs & processes and suggests ways to improve efficiencies/effectiveness for pilot benefit programs.
- Assists in training/cross-training with other internal staff members on pilot benefits related programs and duties.
- Maintain a high level of confidentiality and professionalism when interacting with internal stakeholders or external vendors & pilot members.
- Other duties as defined and assigned.

EDUCATION & QUALIFICATIONS

- High School Diploma required; college coursework and or college degree preferred
- At least three (3) years of benefits experience or in a related area preferred
- Certified Employee Benefits Specialist or relevant certification preferred but not required
- HIPAA Certifications preferred, but not required
- Working knowledge of the Office 365 Suite (specifically Excel, PowerPoint, Outlook, and Word)
- Experience with CRM or similar software preferred.
- Excellent customer service, including active listening skills

- Must display judgment sufficient to handle complex issues and resolve problems independently on a wide variety of tasks.
- Must maintain confidentiality with sensitive information.
- Customer service initiative

PHYSICAL DEMAND & WORK EFFORTS

- Keying / typing, sitting, standing 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

**Employee
Signature:** _____

**Department
Manager Signature:** _____

**Executive Director
Signature:** _____