

Career Exploration for Students



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Introduction

Have you ever imagined what your dream job could look like?

If you have, then you are not alone! We all have unique talents and interests that allow us to enjoy certain types of work more than others.

Through this resource, you can explore different opportunities within the world of work at Southwest Airlines. We hope that one of them speaks to you and makes you feel excited.

Before takeoff, we want you to think about what you naturally love to do.

[Take this assessment](#) to discover what your interests are and how they relate to potential jobs or careers.

Career Pathways Within Southwest Airlines

**Airport
Operations**

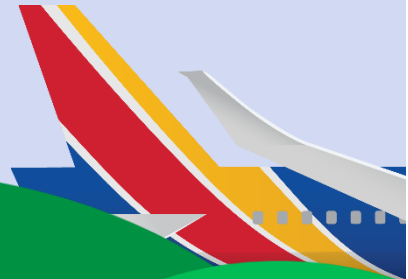
**Customer
Support**

Pilots

**Aircraft
Maintenance**

Corporate

**Flight
Attendants**



Aircraft Maintenance

If you enjoy taking things apart and putting them back together, then you could do so as a Mechanic! While Aircraft Mechanics do not need a college degree, they are required to receive several specific maintenance certifications that take about 18-30 months to obtain. Aircraft Mechanics spend their days working with their hands to keep our planes flying safely.

Hard skills:

- Must receive training and pass several Federal Aviation Administration (FAA) tests—the AMT-General Test, the AMT-Airframe Test, and the AMT Powerplant Test

Soft skills:

- Attention to detail, hand-eye coordination, integrity, and dependability

Job Growth:

- Increasing 11%



Airport Operations

Loading our planes for takeoff and keeping our Customers smiling takes a special type of Employee. Airport Operations Employees are the first faces our Passengers see when they fly. This job is perfect for you if you thrive working with others in fast-paced environments. Visit the next page for a snapshot of our Airport Operations roles!

Hard skills:

- Must have a valid driver's license. Must be able lift heavy items and climb, bend, kneel, or crawl

Soft skills:

- Teamwork, dedication, persistence, and initiative

Job Growth:

- Increasing 10%



Snapshot of Airport Operations Roles

Cargo Agents support our Customers' cargo, freight, and shipping needs by delivering great Customer Service.

Customer Service Agents provide Legendary Customer Service by issuing tickets and checking bags at the ticket counter; being available at the gate for assistance pre-flight; and working in the Baggage Service Office.

Operations Agents manage weight and balance of our aircraft and oversee Customer boarding.

Provisioning Agents ensure our planes are fully stocked with supplies, like snacks and beverages, for a great Customer Experience.

Ramp Agents work mostly outdoors, loading bags and cargo, directing our airplanes in and out of the gate, and assuring safe, ontime performance.

Corporate Careers

The Southwest Airlines Corporate Campus is located in Dallas, Texas. If you enjoy working with others in an office (or remote) environment, corporate opportunities might pique your interest. Southwest's campus has approximately 30 departments, ranging from Technology to Marketing.

Hard skills:

- While a college degree is not required for corporate roles at Southwest, it can help as requirements vary by role.

Soft skills:

- While soft skills vary by role, we are always looking for Employees who align with our [Company Values](#).

Job Growth:

- Varies



Visit page 12 for a deeper dive into our departments!

Customer Support

Our Customer Support Employees provide amazing service to both our Customers and Employees as they book reservations, sell tickets, and resolve Customer concerns. If you love offering friendly service, interacting with People, and solving problems, then you might enjoy a Customer Support role.

Hard skills:

- Must be able to learn and use various computer software. Must be able to type on a computer keyboard quickly and accurately

Soft skills:

- Customer Service, communication, and conflict resolution

Job Growth:

- Decreasing 1%



Flight Attendants

If you value Safety and Customer Service, then you could see your career soar as a Flight Attendant with Southwest Airlines. Flight Attendants are highly trained to provide top-notch Hospitality in the sky and ensure the comfort and Safety of our Passengers as they fly to more than 100 destinations.

Hard skills:

- Must be at least 20 years old and have a valid passport

Soft skills:

- Flexibility, Teamwork, Leadership, and communication

Job Growth:

- Increasing 30%



Pilots

Do you dream about flying our aircraft across 11 countries? Do you wish you had an office with a view? Our Southwest Pilots complete several tests and put in many hours of training to take Customers safely to and from their destinations.

Hard skills:

- USA DOT/FAA Unrestricted Airline Transport Pilot Certificate, USA DOT/FAA First Class Medical Certificate, Valid United States Driver's License and Passport, must be at least 23 years old

Soft skills:

- Persistence, dedication, Leadership, Teamwork, and communication

Job Growth:

- Increasing 11%



Deeper Dive into Our Departments

Description of Our Departments

Please note: departments often re-organize to meet changing business needs, so this list is subject to change.

Airport Affairs develops the strong relationships necessary to negotiate business agreements that minimize costs from airport operations and capital improvement plans.

Cargo & Charters offers Cargo shipping services and private air Charter services that are high quality, safe, and profitable.

Communications & Outreach creates and shares the Southwest story by providing thoughtful guidance, programs, and tools that lead to informed, meaningful, and ethical choices.

Corporate Facilities leads the planning, design, construction, Security, and maintenance of all facilities utilized by Southwest, from our airplane hangars to our provisioning locations.

Culture & Engagement creates an environment where Employees feel heard, recognized, celebrated, and supported through every step of their experience by hosting events, analyzing Employee data, and improving internal processes.

Description of Our Departments

Customer Experience and Customer Relations preserves Customer loyalty by providing timely, friendly, and personalized interactions during difficult Customer situations, written correspondence, and social media.

Customer Support & Services provides Legendary Customer Service by resolving Customer concerns, booking reservations, selling tickets, and more.

Diversity, Equity, & Inclusion creates an inclusive workplace experience for all Employees by evolving our hiring and development practices, engaging diverse community partners, and increasing diversity in our Leadership.

Finance includes over 40 Teams, such as accounting, reporting, planning, investor relations, treasury, tax, insurance, payroll, and corporate strategy. Taken together, the Finance Department enables Company growth and prosperity.

Flight Operations consists of 9,000+ Pilots and hundreds of Technical and Support Staff to conduct our flight operations with the greatest Safety, highest Customer Satisfaction, and most reliable schedule at the lowest practical cost.

Description of Our Departments

Governmental Affairs works directly with government officials and other important Stakeholders to protect and advance Southwest's interests at international, federal, state, and local levels of government.

Ground Operations involves everything related to our airport operations to keep our flights running and our Customers smiling when they fly.

Inflight Operations consists of multiple Teams that equip our Flight Attendants with the tools they need to care for our Customers.

Internal Audit provides independent and risk-based assurance, advice, and insight to improve the effectiveness of risk management, control, and governance processes.

Labor Relations partners with Leaders and Unions to negotiate labor agreements that benefit our People and Southwest.

Description of Our Departments

Legal provides counsel and support on matters involving corporate transactions, governance, litigation management, regulatory compliance, labor and employment, labor administration, employee relations, and corporate compliance and privacy.

Marketing creates demand for the Southwest Airlines brand through continuous innovation, efforts to improve Customers' travel experience, clear and compelling communication, and promotion of core products.

Network Operations Control manages a world-class operations center that functions as the Heart of major operational decisions and coordination 24/7 to keep Southwest Airlines flying.

Network Planning creates the flight schedules to connect Customers with the important destinations in their lives, while balancing operational efficiency, cost, and long-term growth strategy.

People consists of multiple Teams responsible for recruiting, hiring, and designing data-driven People strategies.

Description of Our Departments

Real Estate manages the Company's airport and facility assets, including long-term planning and development, design and construction, and facility management, maintenance, and Security.

Regulatory Programs & Compliance ensures Southwest operations perform at the highest degree of Safety, maintain operational control, and maintain an acceptable level of risk.

Revenue Management maximizes revenue by analyzing travel behavior and selling the right number of seats at different prices, and it supports our low-fare brand by initiating sales, maintaining industry pricing leadership, and more.

Safety & Security fosters and supports a Culture of Safety and Security that proactively identifies and manages risks to the operation and workplace before they become injuries, accidents, or incidents.

Southwest Business consists of an elite group of sales professionals, dedicated to connecting business travelers to Southwest flights.

Description of Our Departments

Supply Chain Management & Environmental

Sustainability oversees product development, sourcing, production, logistics, and the information systems needed to coordinate these activities to maximize Customer value and achieve a sustainable competitive advantage.

SWA University creates a modern training experience to increase Employee knowledge and speed to proficiency while enabling growth and career development for Employees and Leaders.

Talent & Leadership Development leads the strategy and implementation of Talent Management, Leadership and Employee Development, and Organizational Effectiveness efforts at Southwest Airlines.

Description of Our Departments

Total Rewards Manages programs for benefits, compensation, retirement, HR compliance, nonrevenue travel on other airlines, and keeping Southwest a competitive place to work.

Technical Operations focuses on Safety and maintains clean, reliable, ontime aircraft for our Customers at the lowest lifecycle cost.

Technology provides solutions, automation, Security, and innovation to improve experiences for our Customers and Employees.

Student Opportunities at Southwest

Opportunities for K-12 Students

Adopt-A-Pilot

Our award-winning Adopt-A-Pilot program connects Pilots to classrooms across the country, engaging students in fun lessons that spark interest in careers in aviation and help them define, articulate, and plan for future success. To learn more, please visit www.southwest.com/adoptapilot/.

Aviation Days

Aviation Days are a hands-on event that educate and inspire 3rd-8th grade students about the aviation industry and potential careers at Southwest.

Girls in Aviation Day

Southwest is proud to support Girls in Aviation Days in several Southwest cities to introduce girls to careers in the aviation and aerospace industries. To learn more, please visit www.wai.org/giad.

Opportunities for K-12 Students

High School Internships

Our hands-on High School Internship Program provides students with exposure to the world of work within several cities and emphasizes the importance of education and opportunities beyond a diploma or degree.

High School Part-Time Contractor Opportunities

Students aged 16 to 17 years old can engage in aviation-related part-time job opportunities that align with school schedules in select Southwest cities. *(Note: These jobs are not with Southwest but with Southwest Contractors.)*

To learn more about K-12 professional development opportunities, please visit swa.is/k-12.

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Opportunities for K-12 Students

Organization of Black Aerospace Professionals (OBAP) Aerospace Career Education (ACE) Academies

Southwest is proud to support OBAP ACE Academies in several Southwest cities. These weeklong summer academies provide middle and high school students with exposure to opportunities in aerospace. To learn more, please visit obap.org/outreach-programs/ace-academy/.

Opportunities for College Students

The Southwest Airlines Scholarship

The Southwest Airlines Scholarship provides access to education and is available to those seeking diverse educational pathways. Applicants must intend to enroll or be enrolled at an accredited vocational, community/junior college or undergraduate program, and pursuing a degree or post-secondary certificate. To learn more, please visit swa.is/scholarships.

Opportunities for College Students

Campus Reach College Internships

Through our Campus Reach College Internship Program, students not only gain business experience in their field of interest but also experience our famous Culture.

Destination 225° (D225)

D225 is our Pilot training program with various pathways to give you the opportunity to get to the right seat of a Southwest aircraft. The D225 University pathway is designed for collegiate aviators who attend a Southwest partner university.

To learn more about Campus Reach, please visit swa.is/CampusReach. To learn more about D225°, please visit swa.is/d225.

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