



<https://usarematejob.pro/job/southwest-airlines-remote-jobs-remote-job-from-home-35-hour/>

## Southwest Airlines Remote Jobs (Remote Job From Home) – \$35/hour

### Description

Southwest Airlines is one of the most recognized and respected names in the aviation industry, known for its friendly customer service, reliable operations, and commitment to making air travel affordable and accessible. Founded in 1967, Southwest has grown to serve over 100 destinations across the United States and international markets, maintaining a loyal customer base thanks to its values of hospitality, integrity, and service excellence.

As we continue to grow and evolve in the digital age, Southwest is proud to offer remote job opportunities that allow professionals across the country to join our team — all from the comfort of home. We believe in providing meaningful, flexible careers that support work-life balance, professional growth, and inclusion.

### 🔗🔗 Position Overview – What This Role Offers:

We're hiring dedicated, tech-savvy, and service-oriented individuals to join our Remote Customer Support Team. In this role, you'll be the first point of contact for customers who need help with reservations, inquiries, flight changes, and service issues — all handled through inbound calls, live chat, or email.

This is a fully remote, 100% work-from-home position that offers a competitive starting pay of \$35 per hour, flexible scheduling, travel perks, and the chance to build a long-term career in the airline industry — without needing to step into an office.

### 🔗🔗 Job Responsibilities:

As a Remote Customer Support Specialist, your daily duties will include:

Providing excellent, friendly, and efficient customer support via phone, email, or live chat.

Assisting passengers with new bookings, flight changes, cancellations, and check-in issues.

Educating customers on Southwest Airlines policies, baggage allowances, boarding procedures, and COVID-related travel requirements.

Handling refunds, vouchers, travel credit questions, and service complaints with professionalism and empathy.

Ensuring all customer interactions are documented accurately in our system.

Coordinating with internal departments (ticketing, baggage, safety teams) when needed.

Following data privacy protocols and internal communication policies.

Upholding Southwest's customer-first culture and brand reputation in every interaction.

### 🔗🔗🔗🔗 What You'll Need to Succeed:

We're looking for individuals who are:

Passionate about helping others and delivering a positive experience.

Able to stay calm and collected under pressure.

Comfortable working with multiple browser tabs, chat software, and ticketing

### Hiring organization

Southwest Airlines

### Employment Type

Full-time

### Job Location

Remote work from: USA

### Working Hours

8

### Base Salary

USD 35

### Date posted

April 3, 2026

### Valid through

15.12.2026

platforms.

Able to communicate clearly, patiently, and professionally via voice and written formats.

Motivated to work independently and manage time effectively.

**Minimum Qualifications:**

Must be at least 18 years old and authorized to work in the U.S.

High school diploma or equivalent required.

Previous customer service, call center, or hospitality experience preferred (not required).

Comfortable with basic computer applications and remote communication tools.

Access to a quiet, distraction-free home workspace with high-speed internet (minimum 20 Mbps download).

Ability to work flexible hours including nights, weekends, and holidays.

Typing speed of at least 40 words per minute.

Must pass a background check (no credit check required).

**Work Schedule:**

Full-Time and Part-Time positions available.

Morning, evening, and overnight shifts to choose from.

4-hour to 8-hour daily shifts depending on availability.

Weekly schedule published in advance — shift bids available for long-term agents.

**Compensation and Benefits:**

Hourly Rate: \$35 per hour (bi-weekly direct deposit)

Bonuses: Incentive bonuses for performance and attendance

Benefits Include:

Free standby travel privileges for you and eligible family members

Medical, dental, and vision insurance options

Paid time off, including vacation and sick days

401(k) with company match

Tuition assistance for continued education

Employee discounts on services, tech, and more

**Tools & Equipment (Provided or Required):**

Provided by Southwest (after hire):

Noise-canceling USB headset

Company laptop or secure login portal

Training materials and digital manuals

You'll Need:

Reliable PC or laptop (if not issued)

Stable high-speed internet

Webcam for training sessions and video calls (not active during live support)

Quiet workspace with no background noise

**Training Program:**

Southwest offers a paid virtual training program for all new hires:

Duration: 2–4 weeks, depending on shift and experience

Training Hours: Monday–Friday, 9 AM – 5 PM (CST)

Format: Zoom-based interactive sessions, simulations, and assessments

Training includes:

Airline systems navigation

Call handling techniques

Airline policy education

Customer service role-play scenarios

**Why Choose a Remote Role with Southwest Airlines?**

Working from home at Southwest isn't just a job — it's a career move. Here's why:

**Total Flexibility:** Choose your schedule and build your day around family or

freelance work.

🔗 Travel Benefits: Even from home, you still fly free (standby travel, company-sponsored trips).

🔗 Career Path: Promotions to Team Lead, QA, and Training roles are open to remote agents.

🔗 Inclusive Culture: We support people of all backgrounds, ages, and experience levels.

🔗 Work-Life Balance: No long commutes, no office politics — just meaningful work and real growth.

🔗🔗 How to Apply:

To apply for this position:

Visit the official Southwest Airlines careers site or click the “Apply Now” button.

Submit your resume, cover letter, and availability preferences.

Complete a short skills assessment (typing speed, customer interaction scenario).

Expect to hear back from HR within 5–7 business days.

🔗🔗 Important Notes:

This is not a third-party or affiliate job. All hires are direct through Southwest Airlines.

All training and onboarding is conducted remotely. No in-person attendance required.

Limited positions are available, and hiring is done on a rolling basis.

Background checks are standard for all applicants, but we do not require credit reports.

🔗 Join Our Team Today!

Southwest Airlines is proud to lead with love, dedication, and opportunity — and now, you can be a part of that mission from wherever you are.