

2022 C2HR Connectivity Providers - Position Grids

Family Level		GENERAL MANAGEMENT				GENERAL AND ADMINISTRATIVE				
		General Management 100	Field General Management 105	STRATEGY AND DEVELOPMENT 110	PRODUCT DEVELOPMENT / MANAGEMENT 115	Legal 200	Legal Counsel 205	Data Privacy 207	Environmental Health and Safety 215	
										Accountable for overall management of the cable company.
Management	Officer	8	10008 Head of Cable Org	10509 President Field Bus Segment		20009 General Counsel				
		9	10009 COO							
	EVP	10		10510 EVP, Field Bus Segment	11010 EVP, Strategy & Dev	11510 EVP, PD / Mgmt	20010 EVP, Legal			
	SVP	11		10511 SVP, Field Bus Segment	11011 SVP, Strategy & Dev	11511 SVP, PD / Mgmt	20011 SVP, Legal			
	VP	12		10512 VP, Field Bus Segment	11012 VP, Strategy & Dev	11512 VP, PD / Mgmt	20012 VP, Legal	20512 Sr Counsel	20712 VP, Data Privacy	
	Senior Director	13		10513 Sr Dir, Field Bus Ops	11013 Sr Dir, Strategy & Dev	11513 Sr Dir, PD / Mgmt	20013 Sr Dir, Legal		20713 Sr Dir, Data Privacy	
	Director	14		10514 Dir, Field Bus Ops	11014 Dir, Strategy & Dev	11514 Dir, PD / Mgmt	20014 Dir, Legal	20514 Counsel	20714 Dir, Data Privacy	
	Senior Manager	15		10515 Sr Mgr, Field Bus Ops		11515 Sr Mgr, PD / Mgmt	20015 Sr Mgr, Legal		20715 Sr Mgr, Data Privacy	21515 Sr Mgr, Environmental Health & Safety
	Manager	16		10516 Mgr, Field Bus Ops		11516 Mgr, PD / Mgmt	20016 Mgr, Legal		20716 Mgr, Data Privacy	21516 Mgr, Environmental Health & Safety
Supervisor	17									
Salaried	Principal	21				11521 Princ Prod Dev Mgr				
	Senior	24			11024 Sr Strategy Developer	11524 Sr Prod Dev Mgr	20024 Sr Paralegal		20724 Sr Data Privacy Specialist	
	Journey	25					20025 Paralegal		20725 Data Privacy Specialist	21525 Environmental Health & Safety Specialist
	Associate	26					20026 Assoc Paralegal			
Hourly	Lead	31								
	Senior	32								
	Journey	33								
	Entry	34								

2022 C2HR Connectivity Providers - Position Grids

Family Level		GENERAL AND ADMINISTRATIVE (CONTINUED)					PROGRAM / PROJECT MANAGEMENT				
		Finance / Accounting	Human Resources	Recruiting <i>(New Family)</i>	Technical Recruiting <i>(New Family)</i>	Facilities / Real Estate	Program Management	Project Management	Technical Project Management	Business Analysis	
		220	225	227	228	230	250	255	256	258	
Brief Job Family Descriptions		Directs, manages or executes financial and/or accounting activities.	Directs, manages or executes human resources and/or labor relations activities.	Directs, manages, executes or supports recruiting programs and activities.	Directs, manages, executes or supports technical recruiting programs and activities.	Directs or executes property management and/or real estate activities for the organization's office properties, including ongoing facility operations and maintenance, building and land acquisition, disposition and/or space leasing.	Directs and manages one or more programs comprised of multi-faceted technical and/or non-technical projects that span multiple functions.	Coordinates the work of multi-disciplinary teams on long-term cross-company projects from inception through timely completion.	Coordinates the work of multi-disciplinary technology teams on technical projects from inception through timely and efficient completion.	Analyzes business operations and recommends solutions to align individual business functions with organizational goals.	
Management	Officer	9	22009 Chief Financial Officer	22509 Chief HR Officer							
	EVP	10	22010 EVP, Fin / Acctg	22510 EVP, HR							
	SVP	11	22011 SVP, Fin / Acctg	22511 SVP, HR							
	VP	12	22012 VP, Fin / Acctg	22512 VP, HR	22712 VP, Recruiting <i>(New)</i>	22812 VP, Tech Recruiting <i>(New)</i>	23012 VP, Facilities / Real Estate	25012 VP, Office of Program Mgmt	25512 VP, Project Mgmt	25612 VP, Technical Project Mgmt	
	Senior Director	13	22013 Sr Dir, Fin / Acctg	22513 Sr Dir, HR			23013 Sr Dir, Facilities / Real Estate	25013 Sr Dir, Program Mgmt	25513 Sr Dir, Project Mgmt	25613 Sr Dir, Technical Project Mgmt	
	Director	14	22014 Dir, Fin / Acctg	22514 Dir, HR	22714 Dir, Recruiting <i>(New)</i>	22814 Dir, Tech Recruiting <i>(New)</i>	23014 Dir, Facilities / Real Estate	25014 Dir, Program Mgmt	25514 Dir, Project Mgmt	25614 Dir, Technical Project Mgmt	
	Senior Manager	15	22015 Sr Mgr, Fin / Acctg	22515 Sr Mgr, HR			23015 Sr Mgr, Facilities / Real Estate	25015 Sr Mgr, Program Mgmt	25515 Sr Mgr, Project Mgmt		
	Manager	16	22016 Mgr, Fin / Acctg	22516 Mgr, HR	22716 Mgr, Recruiting <i>(New)</i>	22816 Mgr, Tech Recruiting <i>(New)</i>	23016 Mgr, Facilities / Real Estate	25016 Mgr, Program Mgmt	25516 Mgr, Project Mgmt		
	Supervisor	17			22717 Supv, Recruiting <i>(New)</i>	22817 Supv, Tech Recruiting <i>(New)</i>					
Salaried	Principal	21								25821 Princ Bus Analyst	
	Senior	24	22024 Sr Financial Analyst / Acctnt <i>(New)</i>	22524 Sr HR Generalist	22724 Sr Recruiter <i>(New)</i>	22824 Sr Tech Recruiter <i>(New)</i>	23024 Sr Facilities / Real Estate Specialist	25024 Sr Program Mgr	25524 Sr Project Mgr	25624 Sr Technical Project Mgr	25824 Sr Bus Analyst
	Journey	25	22025 Financial Analyst / Acctnt <i>(New)</i>	22525 HR Generalist	22725 Recruiter <i>(New)</i>	22825 Tech Recruiter <i>(New)</i>	23025 Facilities / Real Estate Specialist	25025 Program Mgr	25525 Project Mgr	25625 Technical Project Mgr	25825 Bus Analyst
	Associate	26		22526 Assoc HR Generalist	22726 Assoc Recruiter <i>(New)</i>	22826 Assoc Tech Recruiter <i>(New)</i>			25526 Assoc Project Mgr	25626 Assoc Technical Project Mgr	25826 Assoc Bus Analyst
Hourly	Lead	31									
	Senior	32									
	Journey	33			22733 Recruiting Coord <i>(New)</i>	22833 Tech Recruiting Coord <i>(New)</i>					
	Entry	34									

2022 C2HR Connectivity Providers - Position Grids

Level / Family		TRAINING AND DEVELOPMENT		BUSINESS INTELLIGENCE			TECHNOLOGY AND INFORMATION TECHNOLOGY						
		Training	Instructional Design	Business Intelligence	Business Intelligence Engineering	Data Science	Technology	Information Technology	Business Systems Analysis	Information Technology / Cyber Security	Network Operations Center / IP Engineering	Systems Administration (New Family)	
		260	265	275	285	290	300	305	307	310	315	317	
Brief Job Family Descriptions		Designs and delivers training programs.	Designs, develops and maintains curricula and programs used to train employees in a variety of functions.	Defines information, reporting, and analytical needs of client group(s).	Configures software to query dynamic databases to extract required analytical information and reports for business units.	Directs and executes statistical and mathematical analyses of large data sets to identify correlations and other actionable insights to inform business decisions and improve products and processes.	Directs technology development and implementation activities of the corporation, including engineering and digital network center engineering.	Directs, manages and/or executes the development and implementation of IT activities that support internal business operations.	Analyzes business user requirements and translates them into specifications for information technology software engineers to develop information technology solutions and systems.	Designs and implements information security and systems. Ensures the uninterrupted operation of IT operations.	Ensures continuous service and immediate response to problems and outages for "NOC" / internet protocol (IP) systems that handle transmission of high-speed data, voice telecommunications and provide Internet access services, and video over networks.	Directs, manages or implements the configuration, installation, upgrade, maintenance and troubleshooting of computer hardware and software to ensure the reliability and performance of the organization's technology systems.	
Management	Officer	9					3009 Chief Technology Officer						
							30509 Chief Information Officer						
	EVP	10						30510 EVP, IT			31510 EVP, NOC / IP Engrg		
	SVP	11						30511 SVP, IT		31011 SVP, IT / Cyber Security	31511 SVP, NOC / IP Engrg		
	VP	12	26012 VP, Training		27512 VP, Bus Intelligence	28512 VP, Bus Intelligence Engrg	29012 VP, Data Science		30512 VP, IT		31012 VP, IT / Cyber Security	31512 VP, NOC / IP Engrg	
	Senior Director	13	26013 Sr Dir, Training	26513 Sr Dir, Instructional Design	27513 Sr Dir, Bus Intelligence	28513 Sr Dir, Bus Intelligence Engrg	29013 Sr Dir, Data Science		30513 Sr Dir, IT		31013 Sr Dir, IT / Cyber Security	31513 Sr Dir, NOC / IP Engrg	
	Director	14	26014 Dir, Training	26514 Dir, Instructional Design	27514 Dir, Bus Intelligence	28514 Dir, Bus Intelligence Engrg	29014 Dir, Data Science		30514 Dir, IT		31014 Dir, IT / Cyber Security	31514 Dir, NOC / IP Engrg	31714 Dir, Systems Admin (New)
	Senior Manager	15	26015 Sr Mgr, Training	26515 Sr Mgr, Instructional Design	27515 Sr Mgr, Bus Intelligence	28515 Sr Mgr, Bus Intelligence Engrg	29015 Sr Mgr, Data Science		30515 Sr Mgr, IT		31015 Sr Mgr, IT / Cyber Security	31515 Sr Mgr, NOC / IP Engrg	31715 Sr Mgr, Systems Admin (New)
	Manager	16	26016 Mgr, Training	26516 Mgr, Instructional Design	27516 Mgr, Bus Intelligence	28516 Mgr, Bus Intelligence Engrg	29016 Mgr, Data Science		30516 Mgr, IT		31016 Mgr, IT / Cyber Security	31516 Mgr, NOC / IP Engrg	31716 Mgr, Systems Admin (New)
Supervisor	17							30517 Supv, IT			31517 Supv, NOC / IP Engrg		
Salaried	Principal	21			27521 Princ Bus Intelligence Analyst	28521 Princ Bus Intelligence Engr	29021 Princ Data Scientist			30721 Princ Bus Systems Analyst	31021 Princ IT / Cyber Security Engr		
	Senior	24	26024 Sr Trainer	26524 Sr Instructional Designer	27524 Sr Bus Intelligence Analyst	28524 Sr Bus Intelligence Engr	29024 Senior Data Scientist		30524 Sr IT Engr (New)	30724 Sr Bus Systems Analyst	31024 Sr IT / Cyber Security Engr	31524 Sr NOC / IP Support Engr	31724 Sr Systems Admin (New)
	Journey	25	26025 Trainer	26525 Instructional Designer	27525 Bus Intelligence Analyst	28525 Bus Intelligence Engr	29025 Data Scientist		30525 IT Engr (New)	30725 Bus Systems Analyst	31025 IT / Cyber Security Engr	31525 NOC / IP Support Engr	31725 Systems Admin (New)
	Associate	26	26026 Assoc Trainer		27526 Assoc Bus Intelligence Analyst				30526 Assoc IT Engr (New)	30726 Assoc Bus Systems Analyst		31526 Assoc NOC / IP Support Engr	31726 Assoc Systems Admin (New)
Hourly	Lead	31											
	Senior	32							30532 Sr Help Desk Coord (New)			31532 NOC / IP Tech 3	
	Journey	33							30533 Help Desk Coord (New)			31533 NOC / IP Tech 2	
	Entry	34											

2022 C2HR Connectivity Providers - Position Grids

Family Level		ENGINEERING							
		Product Engineering 320	Voice Engineering 321	Video Engineering 322	DevOps Engineering 326	Wireless Engineering 327	Software Engineering 328	Web Development 329	
Brief Job Family Descriptions		Directs and implements a broad range of engineering activities related to the development and enhancement of products and services that ultimately are used by consumers.	Directs and manages the design, development, operation and implementation of voice network hardware and software that provide desired functionality and ensure the integrity and stability of voice-based systems and infrastructure.	Directs and manages the design, development, deployment and maintenance of video systems and technologies that provide desired functionality to video products and services.	Manages and ensures engagement between software developers and infrastructure engineers to integrate software development and delivery from inception to full operation, ensuring robust released systems.	Designs, develops and implements wireless and radio-frequency (RF) technologies for products and services.	Designs, develops and tests software code for products and services under development.	Coding and scripting activities that provide desired functionality to front-end of web-based software, typically for customer facing or internal websites.	
Management	Officer	9	30009 Chief Technology Officer						
	EVP	10	32010 EVP, Product Engrg						
	SVP	11	32011 SVP, Product Engrg	32111 SVP, Voice Engrg	32211 SVP, Video Engrg	32611 SVP, DevOps Engrg		32811 SVP, SW Engrg	
	VP	12	32012 VP, Product Engrg	32112 VP, Voice Engrg	32212 VP, Video Engrg	32612 VP, DevOps Engrg	32712 VP, Wireless Engrg	32812 VP, SW Engrg	
	Senior Director	13	32013 Sr Dir, Product Engrg	32113 Sr Dir, Voice Engrg	32213 Sr Dir, Video Engrg	32613 Sr Dir, DevOps Engrg	32713 Sr Dir, Wireless Engrg	32813 Sr Dir, SW Engrg	
	Director	14	32014 Dir, Product Engrg	32114 Dir, Voice Engrg	32214 Dir, Video Engrg	32614 Dir, DevOps Engrg	32714 Dir, Wireless Engrg	32814 Dir, SW Engrg	
	Senior Manager	15	32015 Sr Mgr, Product Engrg	32115 Sr Mgr, Voice Engrg	32215 Sr Mgr, Video Engrg	32615 Sr Mgr, DevOps Engrg	32715 Sr Mgr, Wireless Engrg	32815 Sr Mgr, SW Engrg	32915 Sr Mgr, Web Dev
	Manager	16	32016 Mgr, Product Engrg	32116 Mgr, Voice Engrg	32216 Mgr, Video Engrg	32616 Mgr, DevOps Engrg	32716 Mgr, Wireless Engrg	32816 Mgr, SW Engrg	32916 Mgr, Web Dev
	Supervisor	17					32717 Supv, Wireless Engrg		
Salaried	Principal	21	32021 Princ Product Engr	32121 Princ Voice Engr	32221 Princ Video Engr	32621 Princ DevOps Engr	32721 Princ Wireless Engr	32821 Princ SWE	32921 Princ Web Devr
	Senior	24	32024 Sr Product Engr	32124 Sr Voice Engr	32224 Sr Video Engr	32624 Sr DevOps Engr	32724 Sr Wireless Engr	32824 Sr SWE	32924 Sr Web Devr
	Journey	25	32025 Product Engr	32125 Voice Engr	32225 Video Engr	32625 DevOps Engr	32725 Wireless Engr	32825 SWE	32925 Web Devr
	Associate	26	32026 Assoc Product Engr	32126 Assoc Voice Engr	32226 Assoc Video Engr	32626 Assoc DevOps Engr	32726 Assoc Wireless Engr	32826 Assoc SWE	32926 Assoc Web Devr
Hourly	Lead	31							
	Senior	32							
	Journey	33							
	Entry	34							

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Family Level			TECHNICAL OPERATIONS							
			Technical Operations 330	Network Operations / Maintenance 332	Plant Maintenance 335	Headend 340	Fiber Installation 345	Installation / Service 350	Home Security Installation / Service 360	Wireless Installation / Service 362
Brief Job Family Descriptions			Directs and implements the operations of technology and service delivery infrastructure, including operations, maintenance, and repair of plant and system components. May direct and manage installation, service, dispatch and repair.	Directs and implements outside-plant maintenance activities, including construction, regular maintenance and/or repair of outside-plant network facilities, systems, cabling, equipment and components involved in signal processing, amplification and transmission.	Directs and implements plant maintenance activities, including regular maintenance and repair of plant systems, equipment and components involved in signal processing, amplification and transmission.	Directs and implements headend activities, including installation, testing, operations, maintenance and repair of headend equipment that receives, decodes, organizes and sends satellite-transmitted data to customers.	Maintains, services and repairs fiber optic circuits.	Directs and implements installation, servicing and troubleshooting of telecommunications equipment at the customer's home or office.	Installs, services and troubleshoots equipment for residential security systems.	Directs and implements installation, servicing and troubleshooting of wireless equipment, including transmission lines, antennas and other cell site or transport related equipment.
Management	Officer	9	30009 Chief Technology Officer (continued)							
	EVP	10								
	SVP	11								
	VP	12	33012 VP, Tech Ops							
	Senior Director	13	33013 Sr Dir, Tech Ops					35013 Sr Dir, Install / Svc		
	Director	14	33014 Dir, Tech Ops					35014 Dir, Install / Svc		
	Senior Manager	15	33015 Sr Mgr, Tech Ops	33215 Sr Mgr, Network Ops / Maint	33515 Sr Mgr, Plant Maint	34015 Sr Mgr, Headend		35015 Sr Mgr, Install / Svc	36015 Sr Mgr, Home Security Install / Svc	36215 Sr Mgr, Wireless Install / Svc
	Manager	16	33016 Mgr, Tech Ops	33216 Mgr, Network Ops / Maint	33516 Mgr, Plant Maint	34016 Mgr, Headend		35016 Mgr, Install / Svc	36016 Mgr, Home Security Install / Svc	36216 Mgr, Wireless Install / Svc
	Supervisor	17	33017 Supv, Tech Ops	33217 Supv, Network Ops / Maint	33517 Supv, Plant Maint	34017 Supv, Headend		35017 Supv, Install / Svc		36217 Supv, Wireless Install / Svc
Salaried	Principal	21								
	Senior	24								
	Journey	25								
	Associate	26								
Hourly	Lead	31		33231 Lead Network Ops / Maint Tech	33531 Lead Maint Tech			35031 Lead Install / Svc Tech		
	Senior	32		33232 Network Ops / Maint Tech 3	33532 Maint Tech 3	34032 Headend Tech 3	34532 Fiber Tech 3	35032 Install / Svc Tech 3	36032 Home Security Install / Svc Tech 3	36232 Wireless Install / Svc Tech 3
	Journey	33	33033 Convtrr Tech 2	33233 Network Ops / Maint Tech 2	33533 Maint Tech 2	34033 Headend Tech 2	34533 Fiber Tech 2	35033 Install / Svc Tech 2	36033 Home Security Install / Svc Tech 2	36233 Wireless Install / Svc Tech 2
	Entry	34						35034 Install / Svc Tech 1	36034 Home Security Install / Svc Tech 1	36234 Wireless Install / Svc Tech 1

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Family Level			TECHNICAL OPERATIONS (CONTINUED)					MARKETING		
			Service Auditing	Installation / Service Technical Support	Dispatch	Provisioning (Orders)	Construction	Marketing	Market Research	Digital Marketing
			365	370	375	380	385	400	405	410
Brief Job Family Descriptions			Monitors the quality of installation, service and signal provided to customers, including fraud and signal theft audits.	Internal help desk provides remote technical support to installation / service technicians in the field.	Directs and implements dispatch customer installation and trouble service assignments.	Directs and implements provisioning of installation trucks with parts and equipment for telephony, internet and high-speed data orders.	Directs and implements new plant construction, rebuild and upgrade activities.	Directs and implements marketing activities, including brand identity, product marketing, retention marketing and direct marketing.	Collects and reports information used in the prediction of, and response to, market conditions.	Develops and executes marketing campaigns on digital platforms, utilizing social media, SEM and/or SEO.
Management	Officer	9	30009 Chief Technology Officer (continued)							41009 Top Digital Marketing Officer
	EVP	10					40010 EVP, Marketing			
	SVP	11					40011 SVP, Marketing		41011 SVP, Digital Marketing	
	VP	12					40012 VP, Marketing	40512 VP, Market Research	41012 VP, Digital Marketing	
	Senior Director	13			37513 Sr Dir, Dispatch		38513 Sr Dir, Construction	40013 Sr Dir, Marketing	40513 Sr Dir, Market Research	41013 Sr Dir, Digital Marketing
	Director	14			37514 Dir, Dispatch		38514 Dir, Construction	40014 Dir, Marketing	40514 Dir, Market Research	41014 Dir, Digital Marketing
	Senior Manager	15	36515 Sr Mgr, Svc Auditing		37515 Sr Mgr, Dispatch	38015 Sr Mgr, Provisioning	38515 Sr Mgr, Construction	40015 Sr Mgr, Marketing	40515 Sr Mgr, Market Research	41015 Sr Mgr, Digital Marketing
	Manager	16	36516 Mgr, Svc Auditing		37516 Mgr, Dispatch	38016 Mgr, Provisioning	38516 Mgr, Construction	40016 Mgr, Marketing	40516 Mgr, Market Research	41016 Mgr, Digital Marketing
	Supervisor	17	36517 Supv, Svc Auditing		37517 Supv, Dispatch	38017 Supv, Provisioning	38517 Supv, Construction			
Salaried	Principal	21								
	Senior	24					38524 Sr Constr Specialist	40024 Sr Marketing Specialist	40524 Sr Market Research Analyst	41024 Sr Digital Marketing Spec
	Journey	25					38525 Constr Specialist	40025 Marketing Specialist	40525 Market Research Analyst	41025 Digital Marketing Spec
	Associate	26								
Hourly	Lead	31				38031 Lead Provisioner				
	Senior	32	36532 Svc Auditor 3	37032 Install / Svc Tech Support Rep 3	37532 Dispatcher 3	38032 Provisioner 3	38532 Constr Tech 3	40032 Marketing Coord 3		
	Journey	33	36533 Svc Auditor 2	37033 Install / Svc Tech Support Rep 2	37533 Dispatcher 2	38033 Provisioner 2	38533 Constr Tech 2	40033 Marketing Coord 2		
	Entry	34	36534 Svc Auditor 1		37534 Dispatcher 1	38034 Provisioner 1	38534 Constr Tech 1			

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Level	Family	COMMUNICATIONS / PUBLIC AFFAIRS		PROGRAMMING	PRODUCTION					
		Public Relations / Media Relations / Community Affairs / Corporate Communications	Regulatory Affairs / Government Relations	Program Acquisition	Local On-Air Talent	Local Production	Video Production	Master Control	Advertising Traffic	
		450	455	460	500	505	510	515	520	
Brief Job Family Descriptions		Develops and communicates the company's desired image and messages to subscribers, investors, employees and the general public.	Shapes and influences public policy issues to promote interests of company at federal, state and/or local levels to shape emerging issues and to ensure operation without undue legislation, regulation or taxation restrictions.	Directs and implements research and acquisition of programming content, including evaluating, negotiating and acquiring programming content.	Develops and delivers live reports and stories that enhance station's programming and brand.	Directs and implements the producing, directing, shooting and editing of client commercials and local programs in the field.	Executes a wide range of video production tasks that include setting up, adjusting and operating video equipment, both digital and analog, in studio or at remote locations.	Monitors the quality and accuracy of incoming and outgoing on-air signals in the master control room.	Directs and implements activities related to the processing, insertion and monitoring, invoicing and collection of sold advertising business.	
Management	Officer	9								
	EVP	10	45010 EVP, PR / MR / CA / Corp Comm	45510 EVP, Regl Aff / Govt Rltns	46010 EVP, Prgm Acquisition					
	SVP	11	45011 SVP, PR / MR / CA / Corp Comm	45511 SVP, Regl Aff / Govt Rltns	46011 SVP, Prgm Acquisition					
	VP	12	45012 VP, PR / MR / CA / Corp Comm	45512 VP, Regl Aff / Govt Rltns	46012 VP, Prgm Acquisition					
	Senior Director	13	45013 Sr Dir, PR / MR / CA / Corp Comm	45513 Sr Dir, Regl Aff / Govt Rltns	46013 Sr Dir, Prgm Acquisition					
	Director	14	45014 Dir, PR / MR / CA / Corp Comm	45514 Dir, Regl Aff / Govt Rltns	46014 Dir, Prgm Acquisition					
	Senior Manager	15	45015 Sr Mgr, PR / MR / CA / Corp Comm	45515 Sr Mgr, Regl Aff / Govt Rltns	46015 Sr Mgr, Prgm Acquisition		50515 Sr Mgr, Local Production		52015 Sr Mgr, Traffic	
	Manager	16	45016 Mgr, PR / MR / CA / Corp Comm	45516 Mgr, Regl Aff / Govt Rltns	46016 Mgr, Prgm Acquisition		50516 Mgr, Local Production		52016 Mgr, Traffic	
	Supervisor	17				50517 Supv, Local Production		51517 Supv, Master Cntrl	52017 Supv, Traffic	
Salaried	Principal	21				50021 Local On-Air Talent				
	Senior	24	45024 Sr PR / MR / CA / Corp Comm Spec	45524 Sr Regl Aff / Govt Rltns Specialist						
	Journey	25	45025 PR / MR / CA / Corp Comm Spec	45525 Regl Aff / Govt Rltns Specialist	46025 Prgm Acquisition Analyst					
	Associate	26								
Hourly	Lead	31					51031 Lead Video Engr/Tech	51531 Lead Master Cntrl Opr		
	Senior	32					50532 Producer / Director 3	51032 Video Engr/Tech 3	51532 Master Cntrl Opr 3	52032 Traffic Coord 3
	Journey	33		45533 Govt Rltns Coord	46033 Prgm Acquisition Coord		50533 Producer / Director 2	51033 Video Engr/Tech 2	51533 Master Cntrl Opr 2	52033 Traffic Coord 2
	Entry	34					50534 Production Asst			

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Family			CUSTOMER CARE								Business / Commercial Network Support	
			Customer Care	Customer Care Retention	Customer Care Quality	Customer Advocacy	Customer Care Traffic & Scheduling	Customer Care Technical Support	Customer Care Social Media	Customer Care Acct Services / Billing		Workforce / Traffic Management
Level			600	605	610	615	620	625	627	630	635	640
Brief Job Family Descriptions			Directs and implements in- and out-bound customer service, technical support and sales.	Develops and implements programs and tools to convince customers at risk of terminating service to stay, or reward long-term customer for staying, with company.	Monitors, evaluates and improves the quality of inbound and/or outbound communications.	Resolves escalated customer billing, service and technical complaints and shepherds resolution from open to close of case.	Forecasts and analyzes call volumes, traffic patterns, staff productivity and availability and adjusts call traffic and center headcount to match demand.	Manages and implements technical support for customers and installation and service personnel having problems using company's products.	Responds to inquiries, complaints, comments and other contacts generated through social media platforms and coordinates escalations or further communications.	Manages and implements customer care account services / billing activities.	Monitors customer care activities to ensure key performance indicators and service level requirements are met. Sets and adjusts workforce schedules to optimize staffing efficiency.	Delivers high-quality network support for business customers experiencing problems with the organization's network-based products and services.
Management	Officer	9										
	EVP	10	60010 EVP, Cust Care									
	SVP	11	60011 SVP, Cust Care									
	VP	12	60012 VP, Cust Care									
	Senior Director	13	60013 Sr Dir, Cust Care	60513 Sr Dir, CC Retention	61013 Sr Dir, CC Quality						63513 Sr Dir, Workforce / Traffic Mgmt	
	Director	14	60014 Dir, Cust Care	60514 Dir, CC Retention	61014 Dir, CC Quality						63514 Dir, Workforce / Traffic Mgmt	
	Senior Manager	15	60015 Sr Mgr, Cust Care	60515 Sr Mgr, CC Retention	61015 Sr Mgr, CC Quality		62015 Sr Mgr, CC Traff & Scheduling	62515 Sr Mgr, CC Tech Suppt		63015 Sr Mgr, CC Acct Svcs / Billing	63515 Sr Mgr, Workforce / Traffic Mgmt	
	Manager	16	60016 Mgr, Cust Care	60516 Mgr, CC Retention	61016 Mgr, CC Quality		62016 Mgr, CC Traff & Scheduling	62516 Mgr, CC Tech Suppt		63016 Mgr, CC Acct Svcs / Billing	63516 Mgr, Workforce / Traffic Mgmt	
	Supervisor	17	60017 Supv, Cust Care	60517 Supv, CC Retention	61017 Supv, CC Quality		62017 Supv, CC Traff & Scheduling	62517 Supv, CC Tech Suppt		63017 Supv, CC Acct Svcs / Billing		
Salaried	Principal	21										64021 Princ Bus / Commercial Network Suppt Engr
	Senior	24										64024 Sr Bus / Commercial Network Suppt Engr
	Journey	25									63525 Workforce / Traffic Analyst	64025 Bus / Commercial Network Suppt Engr
	Associate	26										
Hourly	Lead	31	60031 Lead CC Rep	60531 Lead CC Retention Rep			62031 Lead CC Traff & Scheduling Rep	62531 Lead CC Tech Suppt Rep	62731 Lead CC Social Media Rep	63031 Lead CC Acct Svcs / Billing Rep		
	Senior	32	60032 CC Rep 3	60532 CC Retention Rep 3		61532 Customer Advocacy Rep 3	62032 CC Traff & Scheduling Rep 3	62532 CC Tech Suppt Rep 3	62732 Social Media CC Rep 3	63032 CC Acct Svcs / Billing Rep 3		64032 Bus / Commercial Network Suppt Tech 3
	Journey	33	60033 CC Rep 2	60533 CC Retention Rep 2	61033 CC Quality Rep 2	61533 Customer Advocacy Rep 2	62033 CC Traff & Scheduling Rep 2	62533 CC Tech Suppt Rep 2	62733 Social Media CC Rep 2	63033 CC Acct Svcs / Billing Rep 2		64033 Bus / Commercial Network Suppt Tech 2
	Entry	34	60034 CC Rep 1	60534 CC Retention Rep 1		61534 Customer Advocacy Rep 1	62034 CC Traff & Scheduling Rep 1	62534 CC Tech Suppt Rep 1	62734 Social Media CC Rep 1	63034 CC Acct Svcs / Billing Rep 1		64034 Bus / Commercial Network Suppt Tech 1

2022 C2HR Connectivity Providers - Position Grids

Family Level		RESIDENTIAL SALES					COMMERCIAL SALES			
		Direct Sales	Home Security Sales	MDU Sales	MDU Sales Account Management	Market Development / Access Management	Commercial General Management	National Enterprise Commercial Sales	Major Account / Enterprise Commercial Sales	Small-to-Medium Business Commercial Sales
		700	705	710	715	720	800	805	810	815
Brief Job Family Descriptions		Plans, manages or executes sales of products and services to residential customers that may include multiple dwelling units ("MDUs").	Plans, manages or executes sales and distribution of home security products and services to residential customers.	Plans, manages or executes multiple dwelling unit ("MDU") sales activities within an assigned local territory, with MDU customers, typically developers, property owners and management of MDU developments.	Builds and retains long-term customer relationships with established multiple dwelling units ("MDU") management after close of sale.	Secures agreements with building and land owners and municipalities to expand organization's physical network.	Plans, manages or executes sales of products and services to commercial customers, typically larger businesses and institutions.	Plans, manages and executes sales of products and services to national enterprise accounts. Achieves assigned revenue goals and quotas.	Executes sales of products and services to major commercial accounts (e.g., regional businesses or hospitals). Achieves assigned revenue goals and quotas.	Executes sales of products and services to small-to-medium commercial customers, typically local or small regional businesses. Achieves assigned revenue goals and quotas.
Management	Officer	9								
	EVP	10	70010 EVP, Direct Sales				80010 EVP, Commrl Ops			
	SVP	11	70011 SVP, Direct Sales				80011 SVP, Commrl Ops			
	VP	12	70012 VP, Direct Sales		71012 VP, MDU Sales		80012 VP, Commrl Ops		81012 VP, Major Acct / Enterprise Commrl Sales	81512 VP, Sml-to-Med Bus Commrl Sales
	Senior Director	13	70013 Sr Dir, Direct Sales		71013 Sr Dir, MDU Sales				81013 Sr Dir, Major Acct / Enterprise Commrl Sales	81513 Sr Dir, Sml-to-Med Bus Commrl Sales
	Director	14	70014 Dir, Direct Sales		71014 Dir, MDU Sales				81014 Dir, Major Acct / Enterprise Commrl Sales	81514 Dir, Sml-to-Med Bus Commrl Sales
	Senior Manager	15	70015 Sr Mgr, Direct Sales	70515 Sr Mgr, Home Security Sales	71015 Sr Mgr, MDU Sales				81015 Sr Mgr, Major Acct / Enterprise Commrl Sales	81515 Sr Mgr, Sml-to-Med Bus Commrl Sales
	Manager	16	70016 Mgr, Direct Sales	70516 Mgr, Home Security Sales	71016 Mgr, MDU Sales				81016 Mgr, Major Acct / Enterprise Commrl Sales	81516 Mgr, Sml-to-Med Bus Commrl Sales
	Supervisor	17	70017 Supv, Direct Sales							
Salaried	Principal	21								
	Senior	24						80524 Sr National Enterprise Commrl Acct Exec	81024 Sr Major Acct / Enterprise Commrl Sales Acct Exec	81524 Sr Sml-to-Med Bus Commrl Sales Acct Exec
	Journey	25	70025 Direct Sales Rep	70525 Home Security Sales Rep	71025 MDU Acct Exec	71525 MDU Sales Acct Svc Mgr	72025 Mkt Dev / Access Mgmt Rep	80525 National Enterprise Commrl Acct Exec	81025 Major Acct / Enterprise Commrl Sales Acct Exec	81525 Sml-to-Med Bus Commrl Sales Acct Exec
	Associate	26								
Hourly	Lead	31								
	Senior	32								
	Journey	33								
	Entry	34								

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Family Level			COMMERCIAL SALES (CONTINUED)					OTHER SALES		
			Commercial Sales Engineering	Commercial Inside Sales	Carrier, Partner and Distributor Sales	Commercial Sales Acct Management	Commercial Sales Support	Third Party Sales	Outbound Sales	Inbound Sales
			820	825	830	835	840	880	900	905
Brief Job Family Descriptions			Provides technical support throughout the commercial sales cycle to commercial customers and sales personnel.	Sells products and services to commercial customers over the telephone, typically to small- to mid-size businesses.	Directs and expands agreements with telecommunications carriers, partners and distributors for access to telecommunications networks, and conversely for their access to the corporation's telecommunications networks.	Builds and retains long-term customer relationships with established commercial customers.	Supports commercial sales team(s), providing administrative and process support in the daily execution of sales activities.	Directs and manages the sales of products and services via a third-party sales force.	Outbound sales of products and services to residential and/or commercial customers over the telephone or internet and for the achievement of assigned revenue goals and quotas.	Sales force, typically in a call center, that takes sales calls or sales orders from customers who contact company via telephone or internet.
Management	Officer	9								
	EVP	10								
	SVP	11								
	VP	12			83012 VP, Carrier, Partner & Distributor Sales					90512 VP, Inbound Sales
	Senior Director	13	82013 Sr Dir, Commrl Sales Engineering		83013 Sr Dir, Carrier, Partner & Distributor Sales	83513 Sr Dir, Commrl Sales Acct Mgmt	84013 Sr Dir, Commrl Sales Support			90513 Sr Dir, Inbound Sales
	Director	14	82014 Dir, Commrl Sales Engineering		83014 Dir, Carrier, Partner & Distributor Sales	83514 Dir, Commrl Sales Acct Mgmt	84014 Dir, Commrl Sales Support	88014 Dir, Third-Party Sales		90514 Dir, Inbound Sales
	Senior Manager	15	82015 Sr Mgr, Commrl Sales Engineering			83515 Sr Mgr, Commrl Sales Acct Mgmt	84015 Sr Mgr, Commrl Sales Support	88015 Sr Mgr, Third-Party Sales	90015 Sr Mgr, Outbound Sales	90515 Sr Mgr, Inbound Sales
	Manager	16	82016 Mgr, Commrl Sales Engineering			83516 Mgr, Commrl Sales Acct Mgmt	84016 Mgr, Commrl Sales Support	88016 Mgr, Third-Party Sales	90016 Mgr, Outbound Sales	90516 Mgr, Inbound Sales
	Supervisor	17							90017 Supv, Outbound Sales	90517 Supv, Inbound Sales
Salaried	Principal	21								
	Senior	24	82024 Sr Commrl Sales Engr			83524 Sr Commrl Acct Mgr	84024 Sr Commrl Sales Support Specialist			
	Journey	25	82025 Commrl Sales Engr		83025 Carrier, Partner & Distributor Account Mgr	83525 Commrl Acct Mgr	84025 Commrl Sales Support Specialist			
	Associate	26								
Hourly	Lead	31								90531 Lead Inbound Sales Rep
	Senior	32							90032 Sr Outbound Sales Rep	90532 Inbound Sales Rep 3
	Journey	33		82533 Commrl Inside Sales Rep			84033 Commrl Sales Coord		90033 Outbound Sales Rep	90533 Inbound Sales Rep 2
	Entry	34								90534 Inbound Sales Rep 1

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Family Level		OTHER SALES (CONTINUED)			SALES PLANNING AND OPERATIONS					
		Embedded Retail Sales	Regional Retail Sales	Store Retail Sales	Channel Sales	Sales Operations	Lead Generation	Inside Collections	Field Collections	
		925	930	932	935	936	937	938	940	
Brief Job Family Descriptions		Executes sales activities in a "big box" or other third-party retail location.	Executes retail sales activities for a region or market.	Executes sales activities in an organization's retail store.	Responsible for planning and directing or managing sales of products and services to specific vertical markets or market segments.	Directs and implements operational activities that support the sales team through the sales cycle.	Delivers qualified leads to sales teams. Accountable for reaching quotas.	Collects past due money owed and negotiates strategic, proactive customized repayment solutions by telephoning delinquent customers from a call center; arranges for the collection of unreturned equipment.	Manages the collection of past due money owed and equipment that has not been returned to the company.	
Management	Officer	9								
	EVP	10								
	SVP	11								
	VP	12			93512 VP, Channel Sales Mgmt					
	Senior Director	13				93613 Sr Dir, Sales Operations				
	Director	14		93014 Regional Mgr, Retail Sales		93614 Dir, Sales Operations				
	Senior Manager	15	92515 Sr Mgr, Embedded Retail Sales		93215 Sr Mgr, Store Retail Sales	93515 Sr Mgr, Channel Sales Mgmt	93615 Sr Mgr, Sales Operations	93715 Sr Mgr, Lead Generation	93815 Sr Mgr, Inside Collections	
	Manager	16	92516 Mgr, Embedded Retail Sales	93016 Area Mgr, Retail Sales	93216 Mgr, Store Retail Sales	93516 Mgr, Channel Sales Mgmt	93616 Mgr, Sales Operations	93716 Mgr, Lead Generation	93816 Mgr, Inside Collections	
Supervisor	17			93217 Asst Mgr, Store Retail Sales		93617 Supv, Sales Operations				
Salaried	Principal	21								
	Senior	24			93524 Sr Channel Sales Manager	93624 Sr Sales Operations Specialist				
	Journey	25			93525 Channel Sales Manager	93625 Sales Operations Specialist				
	Associate	26								
Hourly	Lead	31								
	Senior	32			93232 Sr Store Retail Sales Rep		93632 Sr Sales Operations Rep		93832 Sr Inside Collector / Retriever	
	Journey	33	92533 Embedded Retail Sales Rep		93233 Store Retail Sales Rep		93633 Sales Operations Coord	93733 Lead Gen Rep	93833 Inside Collector / Retriever	94033 Field Collector / Retriever
	Entry	34			93234 Asst Store Retail Sales Rep					