

# 2023 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	
										Brief Job Family Descriptions
		Accountable for overall management of the cable company.	Directs a segment of the core cable business (i.e., for one or more divisions, regions, areas or systems).	Drives the development of strategic plans.	Conceives, develops and manages new products through product lifecycle.	Provides legal counsel in matters impacting the organization and to protect its assets, property and interests and those of its shareholders.	Provides legal services and counsel to business units on compliance, business development and contractual matters.	Advises on, and administers compliance with, all aspects of privacy regulations, including data protection, data retention, data security and data breach rules.	Administers compliance with environmental, industrial, health and safety regulations. Subject matter includes chemical safety, ergonomics, illness and injury prevention and building and disaster safety.	
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								

# 2023 C2HR Connectivity Providers - Position Grids

Family Level		GENERAL AND ADMINISTRATIVE (CONTINUED)					PROGRAM / PROJECT MANAGEMENT				
		Finance / Accounting	Human Resources	Recruiting	Technical Recruiting	Facilities / Real Estate	Program Management	Project Management	Technical Project Management	Business Analysis	
		220	225	227	228	230	250	255	256	258	
<b>Brief Job Family Descriptions</b>		Directs, manages or executes financial and/or accounting activities.	Directs, manages, executes or supports 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.	
<b>Management</b>	<b>Officer</b>	<b>9</b>	22009 Chief Financial Officer	22509 Chief HR Officer							
	<b>EVP</b>	<b>10</b>	22010 EVP, Fin / Acctg	22510 EVP, HR							
	<b>SVP</b>	<b>11</b>	22011 SVP, Fin / Acctg	22511 SVP, HR							
	<b>VP</b>	<b>12</b>	22012 VP, Fin / Acctg	22512 VP, HR	22712 VP, Recruiting	22812 VP, Tech Recruiting	23012 VP, Facilities / Real Estate	25012 VP, Office of Program Mgmt	25512 VP, Project Mgmt	25612 VP, Technical Project Mgmt	
	<b>Senior Director</b>	<b>13</b>	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	
	<b>Director</b>	<b>14</b>	22014 Dir, Fin / Acctg	22514 Dir, HR	22714 Dir, Recruiting	22814 Dir, Tech Recruiting	23014 Dir, Facilities / Real Estate	25014 Dir, Program Mgmt	25514 Dir, Project Mgmt	25614 Dir, Technical Project Mgmt	
	<b>Senior Manager</b>	<b>15</b>	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		
	<b>Manager</b>	<b>16</b>	22016 Mgr, Fin / Acctg	22516 Mgr, HR	22716 Mgr, Recruiting	22816 Mgr, Tech Recruiting	23016 Mgr, Facilities / Real Estate	25016 Mgr, Program Mgmt	25516 Mgr, Project Mgmt		
	<b>Supervisor</b>	<b>17</b>			22717 Supv, Recruiting	22817 Supv, Tech Recruiting					
<b>Salaried</b>	<b>Principal</b>	<b>21</b>								25821 Princ Bus Analyst	
	<b>Senior</b>	<b>24</b>	22024 Sr Financial Analyst / Acctnt	22524 Sr HR Generalist	22724 Sr Recruiter	22824 Sr Tech Recruiter	23024 Sr Facilities / Real Estate Specialist	25024 Sr Program Mgr	25524 Sr Project Mgr	25624 Sr Technical Project Mgr	25824 Sr Bus Analyst
	<b>Journey</b>	<b>25</b>	22025 Financial Analyst / Acctnt	22525 HR Generalist	22725 Recruiter	22825 Tech Recruiter	23025 Facilities / Real Estate Specialist	25025 Program Mgr	25525 Project Mgr	25625 Technical Project Mgr	25825 Bus Analyst
	<b>Associate</b>	<b>26</b>		22526 Assoc HR Generalist	22726 Assoc Recruiter	22826 Assoc Tech Recruiter			25526 Assoc Project Mgr	25626 Assoc Technical Project Mgr	25826 Assoc Bus Analyst
<b>Hourly</b>	<b>Lead</b>	<b>31</b>									
	<b>Senior</b>	<b>32</b>									
	<b>Journey</b>	<b>33</b>		22533 HR Coord (New)	22733 Recruiting Coord	22833 Tech Recruiting Coord					
	<b>Entry</b>	<b>34</b>									

# 2023 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	
		260	265	275	285	290	300	305	307	310	315	317	
<b>Brief Job Family Descriptions</b>		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.	
<b>Management</b>	<b>Officer</b>	<b>9</b>						3009 Chief Technology Officer					
								30509 Chief Information Officer					
	<b>EVP</b>	<b>10</b>						30510 EVP, IT			31510 EVP, NOC / IP Engrg		
	<b>SVP</b>	<b>11</b>						30511 SVP, IT		31011 SVP, IT / Cyber Security	31511 SVP, NOC / IP Engrg		
	<b>VP</b>	<b>12</b>	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	
	<b>Senior Director</b>	<b>13</b>	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	
	<b>Director</b>	<b>14</b>	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
	<b>Senior Manager</b>	<b>15</b>	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
	<b>Manager</b>	<b>16</b>	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
<b>Supervisor</b>	<b>17</b>							30517 Supv, IT			31517 Supv, NOC / IP Engrg		
<b>Salaried</b>	<b>Principal</b>	<b>21</b>			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		
	<b>Senior</b>	<b>24</b>	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	30724 Sr Bus Systems Analyst	31024 Sr IT / Cyber Security Engr	31524 Sr NOC / IP Support Engr	31724 Sr Systems Admin
	<b>Journey</b>	<b>25</b>	26025 Trainer	26525 Instructional Designer	27525 Bus Intelligence Analyst	28525 Bus Intelligence Engr	29025 Data Scientist		30525 IT Engr	30725 Bus Systems Analyst	31025 IT / Cyber Security Engr	31525 NOC / IP Support Engr	31725 Systems Admin
	<b>Associate</b>	<b>26</b>	26026 Assoc Trainer		27526 Assoc Bus Intelligence Analyst		29026 Assoc Data Scientist (New)		30526 Assoc IT Engr	30726 Assoc Bus Systems Analyst		31526 Assoc NOC / IP Support Engr	31726 Assoc Systems Admin
<b>Hourly</b>	<b>Lead</b>	<b>31</b>											
	<b>Senior</b>	<b>32</b>							30532 Sr Help Desk Coord			31532 NOC / IP Tech 3	
	<b>Journey</b>	<b>33</b>							30533 Help Desk Coord			31533 NOC / IP Tech 2	
	<b>Entry</b>	<b>34</b>										31534 NOC / IP Tech 1 (New)	

# 2023 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	
<b>Brief Job Family Descriptions</b>		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.	Directs, manages or implements coding and scripting activities that provide desired functionality to front-end of web-based software, typically for customer facing or internal websites.	
<b>Management</b>	<b>Officer</b>	<b>9</b>	30009 Chief Technology Officer						
	<b>EVP</b>	<b>10</b>	32010 EVP, Product Engrg						
	<b>SVP</b>	<b>11</b>	32011 SVP, Product Engrg	32111 SVP, Voice Engrg	32211 SVP, Video Engrg	32611 SVP, DevOps Engrg		32811 SVP, SW Engrg	
	<b>VP</b>	<b>12</b>	32012 VP, Product Engrg	32112 VP, Voice Engrg	32212 VP, Video Engrg	32612 VP, DevOps Engrg	32712 VP, Wireless Engrg	32812 VP, SW Engrg	
	<b>Senior Director</b>	<b>13</b>	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	
	<b>Director</b>	<b>14</b>	32014 Dir, Product Engrg	32114 Dir, Voice Engrg	32214 Dir, Video Engrg	32614 Dir, DevOps Engrg	32714 Dir, Wireless Engrg	32814 Dir, SW Engrg	32914 Dir, Web Dev <i>(New)</i>
	<b>Senior Manager</b>	<b>15</b>	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
	<b>Manager</b>	<b>16</b>	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
	<b>Supervisor</b>	<b>17</b>				32717 Supv, Wireless Engrg			
<b>Salaried</b>	<b>Principal</b>	<b>21</b>	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
	<b>Senior</b>	<b>24</b>	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
	<b>Journey</b>	<b>25</b>	32025 Product Engr	32125 Voice Engr	32225 Video Engr	32625 DevOps Engr	32725 Wireless Engr	32825 SWE	32925 Web Devr
	<b>Associate</b>	<b>26</b>	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
<b>Hourly</b>	<b>Lead</b>	<b>31</b>							
	<b>Senior</b>	<b>32</b>							
	<b>Journey</b>	<b>33</b>							
	<b>Entry</b>	<b>34</b>							

# 2023 C2HR Connectivity Providers - Position Grids

Family Level			TECHNICAL OPERATIONS						Home Security Installation / Service 360	Wireless Installation / Service 362
			Technical Operations 330	Network Operations / Maintenance 332	Plant Maintenance 335	Headend 340	Fiber Installation 345	Installation / Service 350		
<b>Brief Job Family Descriptions</b>			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.
<b>Management</b>	<b>Officer</b>	<b>9</b>	30009 Chief Technology Officer (continued)							
	<b>EVP</b>	<b>10</b>								
	<b>SVP</b>	<b>11</b>								
	<b>VP</b>	<b>12</b>	33012 VP, Tech Ops							
	<b>Senior Director</b>	<b>13</b>	33013 Sr Dir, Tech Ops					35013 Sr Dir, Install / Svc		
	<b>Director</b>	<b>14</b>	33014 Dir, Tech Ops					35014 Dir, Install / Svc		
	<b>Senior Manager</b>	<b>15</b>	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
	<b>Manager</b>	<b>16</b>	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
	<b>Supervisor</b>	<b>17</b>	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
<b>Salaried</b>	<b>Principal</b>	<b>21</b>								
	<b>Senior</b>	<b>24</b>								
	<b>Journey</b>	<b>25</b>								
	<b>Associate</b>	<b>26</b>								
<b>Hourly</b>	<b>Lead</b>	<b>31</b>		33231 Lead Network Ops / Maint Tech	33531 Lead Maint Tech			35031 Lead Install / Svc Tech		
	<b>Senior</b>	<b>32</b>		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
	<b>Journey</b>	<b>33</b>	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
	<b>Entry</b>	<b>34</b>						35034 Install / Svc Tech 1	36034 Home Security Install / Svc Tech 1	36234 Wireless Install / Svc Tech 1

# 2023 C2HR Connectivity Providers - Position Grids

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	
<b>Brief Job Family Descriptions</b>		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.	
<b>Management</b>	<b>Officer</b>	9	30009 Chief Technology Officer (continued)							41009 Top Digital Marketing Officer
	<b>EVP</b>	10					40010 EVP, Marketing			
	<b>SVP</b>	11					40011 SVP, Marketing		41011 SVP, Digital Marketing	
	<b>VP</b>	12					40012 VP, Marketing	40512 VP, Market Research	41012 VP, Digital Marketing	
	<b>Senior Director</b>	13			37513 Sr Dir, Dispatch		38513 Sr Dir, Construction	40013 Sr Dir, Marketing	40513 Sr Dir, Market Research	41013 Sr Dir, Digital Marketing
	<b>Director</b>	14			37514 Dir, Dispatch		38514 Dir, Construction	40014 Dir, Marketing	40514 Dir, Market Research	41014 Dir, Digital Marketing
	<b>Senior Manager</b>	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
	<b>Manager</b>	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
	<b>Supervisor</b>	17	36517 Supv, Svc Auditing		37517 Supv, Dispatch	38017 Supv, Provisioning	38517 Supv, Construction			
<b>Salaried</b>	<b>Principal</b>	21								
	<b>Senior</b>	24					38524 Sr Constr Specialist	40024 Sr Marketing Specialist	40524 Sr Market Research Analyst	41024 Sr Digital Marketing Spec
	<b>Journey</b>	25					38525 Constr Specialist	40025 Marketing Specialist	40525 Market Research Analyst	41025 Digital Marketing Spec
	<b>Associate</b>	26								
<b>Hourly</b>	<b>Lead</b>	31				38031 Lead Provisioner				
	<b>Senior</b>	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		
	<b>Journey</b>	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		
	<b>Entry</b>	34	36534 Svc Auditor 1		37534 Dispatcher 1	38034 Provisioner 1	38534 Constr Tech 1			

# 2023 C2HR Connectivity Providers - Position Grids

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	
<b>Brief Job Family Descriptions</b>		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.	
<b>Management</b>	<b>Officer</b>	9								
	<b>EVP</b>	10	45010 EVP, PR / MR / CA / Corp Comm	45510 EVP, Regl Aff / Govt Rltns	46010 EVP, Prgm Acquisition					
	<b>SVP</b>	11	45011 SVP, PR / MR / CA / Corp Comm	45511 SVP, Regl Aff / Govt Rltns	46011 SVP, Prgm Acquisition					
	<b>VP</b>	12	45012 VP, PR / MR / CA / Corp Comm	45512 VP, Regl Aff / Govt Rltns	46012 VP, Prgm Acquisition					
	<b>Senior Director</b>	13	45013 Sr Dir, PR / MR / CA / Corp Comm	45513 Sr Dir, Regl Aff / Govt Rltns	46013 Sr Dir, Prgm Acquisition					
	<b>Director</b>	14	45014 Dir, PR / MR / CA / Corp Comm	45514 Dir, Regl Aff / Govt Rltns	46014 Dir, Prgm Acquisition					
	<b>Senior Manager</b>	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	
	<b>Manager</b>	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	
	<b>Supervisor</b>	17				50517 Supv, Local Production		51517 Supv, Master Cntrl	52017 Supv, Traffic	
<b>Salaried</b>	<b>Principal</b>	21				50021 Local On-Air Talent				
	<b>Senior</b>	24	45024 Sr PR / MR / CA / Corp Comm Spec	45524 Sr Regl Aff / Govt Rltns Specialist						
	<b>Journey</b>	25	45025 PR / MR / CA / Corp Comm Spec	45525 Regl Aff / Govt Rltns Specialist	46025 Prgm Acquisition Analyst					
	<b>Associate</b>	26								
<b>Hourly</b>	<b>Lead</b>	31					51031 Lead Video Engr/Tech	51531 Lead Master Cntrl Opr		
	<b>Senior</b>	32					50532 Producer / Director 3	51032 Video Engr/Tech 3	51532 Master Cntrl Opr 3	52032 Traffic Coord 3
	<b>Journey</b>	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
	<b>Entry</b>	34					50534 Production Asst			

# 2023 C2HR Connectivity Providers - Position Grids

Family		CUSTOMER CARE									
		Customer Care 600	Customer Care Retention 605	Customer Care Quality 610	Customer Advocacy 615	Customer Care Traffic & Scheduling 620	Customer Care Technical Support 625	Customer Care Social Media 627	Customer Care Acct Services / Billing 630	Workforce / Traffic Management 635	Business / Commercial Network Support 640
<b>Brief Job Family Descriptions</b>		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.
<b>Management</b>	<b>Officer</b>	9									
	<b>EVP</b>	10	60010 EVP, Cust Care								
	<b>SVP</b>	11	60011 SVP, Cust Care								
	<b>VP</b>	12	60012 VP, Cust Care								
	<b>Senior Director</b>	13	60013 Sr Dir, Cust Care	60513 Sr Dir, CC Retention	61013 Sr Dir, CC Quality					63513 Sr Dir, Workforce / Traffic Mgmt	
	<b>Director</b>	14	60014 Dir, Cust Care	60514 Dir, CC Retention	61014 Dir, CC Quality					63514 Dir, Workforce / Traffic Mgmt	
	<b>Senior Manager</b>	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
	<b>Manager</b>	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
	<b>Supervisor</b>	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	
<b>Salaried</b>	<b>Principal</b>	21									64021 Princ Bus / Commercial Network Suppt Engr
	<b>Senior</b>	24									64024 Sr Bus / Commercial Network Suppt Engr
	<b>Journey</b>	25								63525 Workforce / Traffic Analyst	64025 Bus / Commercial Network Suppt Engr
	<b>Associate</b>	26									
<b>Hourly</b>	<b>Lead</b>	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	
	<b>Senior</b>	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
	<b>Journey</b>	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
	<b>Entry</b>	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



# 2023 C2HR Connectivity Providers - Position Grids

Level / Family		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
<b>Brief Job Family Descriptions</b>		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.
<b>Management</b>	<b>Officer</b>	9								
	<b>EVP</b>	10	70010 EVP, Direct Sales				80010 EVP, Commrl Ops			
	<b>SVP</b>	11	70011 SVP, Direct Sales				80011 SVP, Commrl Ops			
	<b>VP</b>	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
	<b>Senior Director</b>	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
	<b>Director</b>	14	70014 Dir, Direct Sales		71014 Dir, MDU Sales				81014 Dir, Major Acct / Enterprise Commrl Sales	81514 Dir, Sml-to-Med Bus Commrl Sales
	<b>Senior Manager</b>	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
	<b>Manager</b>	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
	<b>Supervisor</b>	17	70017 Supv, Direct Sales							
<b>Salaried</b>	<b>Principal</b>	21								
	<b>Senior</b>	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
	<b>Journey</b>	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
	<b>Associate</b>	26								
<b>Hourly</b>	<b>Lead</b>	31								
	<b>Senior</b>	32								
	<b>Journey</b>	33								
	<b>Entry</b>	34								

# 2023 C2HR Connectivity Providers - Position Grids

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
<b>Brief Job Family Descriptions</b>			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.
<b>Management</b>	<b>Officer</b>	9								
	<b>EVP</b>	10								
	<b>SVP</b>	11								
	<b>VP</b>	12			83012 VP, Carrier, Partner & Distributor Sales					90512 VP, Inbound Sales
	<b>Senior Director</b>	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
	<b>Director</b>	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
	<b>Senior Manager</b>	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
	<b>Manager</b>	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
	<b>Supervisor</b>	17							90017 Supv, Outbound Sales	90517 Supv, Inbound Sales
<b>Salaried</b>	<b>Principal</b>	21								
	<b>Senior</b>	24	82024 Sr Commrl Sales Engr			83524 Sr Commrl Acct Mgr	84024 Sr Commrl Sales Support Specialist			
	<b>Journey</b>	25	82025 Commrl Sales Engr		83025 Carrier, Partner & Distributor Account Mgr	83525 Commrl Acct Mgr	84025 Commrl Sales Support Specialist			
	<b>Associate</b>	26								
<b>Hourly</b>	<b>Lead</b>	31								90531 Lead Inbound Sales Rep
	<b>Senior</b>	32							90032 Sr Outbound Sales Rep	90532 Inbound Sales Rep 3
	<b>Journey</b>	33		82533 Commrl Inside Sales Rep			84033 Commrl Sales Coord		90033 Outbound Sales Rep	90533 Inbound Sales Rep 2
	<b>Entry</b>	34								90534 Inbound Sales Rep 1

# 2023 C2HR Connectivity Providers - Position Grids

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
<b>Brief Job Family Descriptions</b>			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.
<b>Management</b>	<b>Officer</b>	9								
	<b>EVP</b>	10								
	<b>SVP</b>	11								
	<b>VP</b>	12				93512 VP, Channel Sales Mgmt				
	<b>Senior Director</b>	13					93613 Sr Dir, Sales Operations			
	<b>Director</b>	14		93014 Regional Mgr, Retail Sales			93614 Dir, Sales Operations			
	<b>Senior Manager</b>	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	
	<b>Manager</b>	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	
<b>Supervisor</b>	17			93217 Asst Mgr, Store Retail Sales		93617 Supv, Sales Operations				
<b>Salaried</b>	<b>Principal</b>	21								
	<b>Senior</b>	24				93524 Sr Channel Sales Manager	93624 Sr Sales Operations Specialist			
	<b>Journey</b>	25				93525 Channel Sales Manager	93625 Sales Operations Specialist			
	<b>Associate</b>	26								
<b>Hourly</b>	<b>Lead</b>	31								
	<b>Senior</b>	32			93232 Sr Store Retail Sales Rep		93632 Sr Sales Operations Rep		93832 Sr Inside Collector / Retriever	
	<b>Journey</b>	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
	<b>Entry</b>	34			93234 Asst Store Retail Sales Rep					