

# 2020 C2HR Connectivity Providers - Position Grid

Family		GENERAL MANAGEMENT		STRATEGY AND DEVELOPMENT	PRODUCT DEVELOPMENT / MANAGEMENT	GENERAL AND ADMINISTRATIVE					
		General Management	Field General Management			Legal	Legal Counsel	Environmental Health and Safety	Finance	Human Resources	
Level		100	105	110	115	200	205	215	220	225	
<b>Brief Job Family Descriptions</b>		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.	Administers compliance with environmental, industrial, health and safety regulations. Subject matter includes chemical safety, ergonomics, illness and injury prevention and building and disaster safety.	Directs and manages financial and/or accounting activities.	Directs, manages or executes human resources and/or labor relations activities.	
<b>Management</b>	<b>Officer</b>	8	10008 Head of Cable Org	10509 President Field Bus Segment		20009 General Counsel			22009 Chief Financial Officer	22509 Chief HR Officer	
		9	10009 COO								
	<b>EVP</b>	10		10510 EVP, Field Bus Segment	11010 EVP, Strategy & Dev	11510 EVP, PD / Mgmt	20010 EVP, Legal		22010 EVP, Fin/Acctg	22510 EVP, HR	
	<b>SVP</b>	11		10511 SVP, Field Bus Segment	11011 SVP, Strategy & Dev	11511 SVP, PD / Mgmt	20011 SVP, Legal		22011 SVP, Fin/Acctg	22511 SVP, HR	
	<b>VP</b>	12		10512 VP, Field Bus Segment	11012 VP, Strategy & Dev	11512 VP, PD / Mgmt	20012 VP, Legal	20512 Sr Counsel	22012 VP, Fin/Acctg	22512 VP, HR	
	<b>Senior Director</b>	13		10513 Sr Dir, Field Bus Ops	11013 Sr Dir, Strategy & Dev	11513 Sr Dir, PD / Mgmt	20013 Sr Dir, Legal		22013 Sr Dir, Fin/Acctg	22513 Sr Dir, HR	
	<b>Director</b>	14		10514 Dir, Field Bus Ops	11014 Dir, Strategy & Dev	11514 Dir, PD / Mgmt	20014 Dir, Legal	20514 Counsel	22014 Dir, Fin/Acctg	22514 Dir, HR	
	<b>Senior Manager</b>	15		10515 Sr Mgr, Field Bus Ops		11515 Sr Mgr, PD / Mgmt	20015 Sr Mgr, Legal		21515 Sr Mgr, Environmental Health & Safety	22015 Sr Mgr, Fin/Acctg	22515 Sr Mgr, HR
	<b>Manager</b>	16		10516 Mgr, Field Bus Ops		11516 Mgr, PD / Mgmt	20016 Mgr, Legal		21516 Mgr, Environmental Health & Safety	22016 Mgr, Fin/Acctg	22516 Mgr, HR
	<b>Supervisor</b>	17									
<b>Salaried</b>	<b>Principal</b>	21				11521 Princ Prod Dev Mgr					
	<b>Senior</b>	24			11024 Sr Strategy Developer	11524 Sr Prod Dev Mgr	20024 Sr Paralegal			22524 Sr HR Generalist	
	<b>Journey</b>	25					20025 Paralegal		21525 Environmental Health & Safety Specialist	22525 HR Generalist	
	<b>Associate</b>	26					20026 Assoc Paralegal			22526 Assoc HR Generalist	
<b>Hourly</b>	<b>Lead</b>	31									
	<b>Senior</b>	32									
	<b>Journey</b>	33									
	<b>Entry</b>	34									

# 2020 C2HR Connectivity Providers - Position Grid

Family  Level			PROGRAM / PROJECT MANAGEMENT				TRAINING AND DEVELOPMENT		BUSINESS INTELLIGENCE	
			Program Management	Project Management	Technical Project Management	Business Analysis	Training	Instructional Design	Business Intelligence	Business Intelligence Engineering
			250	255	256	258	260	265	275	285
<b>Brief Job Family Descriptions</b>			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.	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.
<b>Management</b>	<b>Officer</b>	<b>9</b>								
	<b>EVP</b>	<b>10</b>								
	<b>SVP</b>	<b>11</b>								
	<b>VP</b>	<b>12</b>	25012 VP, Office of Program Mgmt	25512 VP, Project Mgmt	25612 VP, Technical Project Mgmt		26012 VP, Training		27512 VP, Bus Intelligence	28512 VP, Bus Intelligence Engrg
	<b>Senior Director</b>	<b>13</b>	25013 Sr Dir, Program Mgmt	25513 Sr Dir, Project Mgmt	25613 Sr Dir, Technical Project Mgmt		26013 Sr Dir, Training	26513 Sr Dir, Instructional Design	27513 Sr Dir, Bus Intelligence	28513 Sr Dir, Bus Intelligence Engrg
	<b>Director</b>	<b>14</b>	25014 Dir, Program Mgmt	25514 Dir, Project Mgmt	25614 Dir, Technical Project Mgmt		26014 Dir, Training	26514 Dir, Instructional Design	27514 Dir, Bus Intelligence	28514 Dir, Bus Intelligence Engrg
	<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
	<b>Manager</b>	<b>16</b>					26016 Mgr, Training	26516 Mgr, Instructional Design	27516 Mgr, Bus Intelligence	28516 Mgr, Bus Intelligence Engrg
	<b>Supervisor</b>	<b>17</b>								
<b>Salaried</b>	<b>Principal</b>	<b>21</b>				25821 Princ Bus Analyst			27521 Princ Bus Intelligence Analyst	28521 Princ Bus Intelligence Engr
	<b>Senior</b>	<b>24</b>	25024 Sr Program Mgr	25524 Sr Project Mgr	25624 Sr Technical Project Mgr	25824 Sr Bus Analyst	26024 Sr Trainer	26524 Sr Instructional Designer	27524 Sr Bus Intelligence Analyst	28524 Sr Bus Intelligence Engr
	<b>Journey</b>	<b>25</b>	25025 Program Mgr	25525 Project Mgr	25625 Technical Project Mgr	25825 Bus Analyst	26025 Trainer	26525 Instructional Designer	27525 Bus Intelligence Analyst	28525 Bus Intelligence Engr
	<b>Associate</b>	<b>26</b>		25526 Assoc Project Mgr	25626 Assoc Technical Project Mgr	25826 Assoc Bus Analyst	26026 Assoc Trainer		27526 Assoc Bus Intelligence Analyst	
<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>								

# 2020 C2HR Connectivity Providers - Position Grid

Family  Level			TECHNOLOGY AND INFORMATION TECHNOLOGY					ENGINEERING				
			Technology	Information Technology	Business Systems Analysis	Information Technology / Cyber Security	Network Operations Center	Product Engineering	Wireless Engineering	Software Engineering	Web Development	
			300	305	307	310	315	325	327	328	329	
<b>Brief Job Family Descriptions</b>			Directs technology development and implementation activities of the corporation, including engineering and digital network center engineering.	Directs and manages the development and implementation of IT activities that support automated information requirements.	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 and implements a broad range of engineering activities related to the development and enhancement of products and services that ultimately are used by consumers.	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.	
<b>Management</b>	<b>Officer</b>	<b>9</b>	30009 Chief Technology Officer									
			30509 Chief Information Officer									
	<b>EVP</b>	<b>10</b>		30510 EVP, IT			31510 EVP, NOC		32510 EVP, Product Engrg			
	<b>SVP</b>	<b>11</b>		30511 SVP, IT		31011 SVP, IT / Cyber Security	31511 SVP, NOC		32511 SVP, Product Engrg		32811 SVP, SW Engrg	
	<b>VP</b>	<b>12</b>		30512 VP, IT		31012 VP, IT / Cyber Security	31512 VP, NOC		32512 VP, Product Engrg	32712 VP, Wireless Engrg	32812 VP, SW Engrg	
	<b>Senior Director</b>	<b>13</b>		30513 Sr Dir, IT		31013 Sr Dir, IT / Cyber Security	31513 Sr Dir, NOC		32513 Sr Dir, Product Engrg	32713 Sr Dir, Wireless Engrg	32813 Sr Dir, SW Engrg	
	<b>Director</b>	<b>14</b>		30514 Dir, IT		31014 Dir, IT / Cyber Security	31514 Dir, NOC		32514 Dir, Product Engrg	32714 Dir, Wireless Engrg	32814 Dir, SW Engrg	
	<b>Senior Manager</b>	<b>15</b>		30515 Sr Mgr, IT		31015 Sr Mgr, IT / Cyber Security	31515 Sr Mgr, NOC		32515 Sr Mgr, Product Engrg	32715 Sr Mgr, Wireless Engrg	32815 Sr Mgr, SW Engrg	32915 Sr Mgr, Web Dev
	<b>Manager</b>	<b>16</b>		30516 Mgr, IT		31016 Mgr, IT / Cyber Security	31516 Mgr, NOC		32516 Mgr, Product Engrg	32716 Mgr, Wireless Engrg	32816 Mgr, SW Engrg	32916 Mgr, Web Dev
	<b>Supervisor</b>	<b>17</b>		30517 Supv, IT			31517 Supv, NOC			32717 Supv, Wireless Engrg		
<b>Salaried</b>	<b>Principal</b>	<b>21</b>			30721 Princ Bus Systems Analyst	31021 Princ IT / Cyber Security Engr			32521 Princ Product Engr	32721 Princ Wireless Engr	32821 Princ SWE	32921 Princ Web Devr
	<b>Senior</b>	<b>24</b>			30724 Sr Bus Systems Analyst	31024 Sr IT / Cyber Security Engr	31524 Sr NOC Support Engr		32524 Sr Product Engr	32724 Sr Wireless Engr	32824 Sr SWE	32924 Sr Web Devr
	<b>Journey</b>	<b>25</b>			30725 Bus Systems Analyst	31025 IT / Cyber Security Engr	31525 NOC Support Engr		32525 Product Engr	32725 Wireless Engr	32825 SWE	32925 Web Devr
	<b>Associate</b>	<b>26</b>			30726 Assoc Bus Systems Analyst		31526 Assoc NOC Support Engr		32526 Assoc Product 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>					31532 NOC Tech 3					
	<b>Journey</b>	<b>33</b>					31533 NOC Tech 2					
	<b>Entry</b>	<b>34</b>										

# 2020 C2HR Connectivity Providers - Position Grid

Family  Level			TECHNICAL OPERATIONS								
			Technical Operations	Plant Maintenance	Headend	Fiber Installation	Installation / Service	Home Security Installation / Service	Service Auditing	Installation / Service Technical Support	
			330	335	340	345	350	360	365	370	
<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 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.	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.	
<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	33515 Sr Mgr, Plant Maint	34015 Sr Mgr, Headend		35015 Sr Mgr, Install / Svc	36015 Sr Mgr, Home Security Install / Svc	36515 Sr Mgr, Svc Auditing		
	<b>Manager</b>	<b>16</b>	33016 Mgr, Tech Ops	33516 Mgr, Plant Maint	34016 Mgr, Headend		35016 Mgr, Install / Svc	36016 Mgr, Home Security Install / Svc	36516 Mgr, Svc Auditing		
	<b>Supervisor</b>	<b>17</b>	33017 Supv, Tech Ops	33517 Supv, Plant Maint	34017 Supv, Headend		35017 Supv, Install / Svc		36517 Supv, Svc Auditing		
<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>		33531 Lead Maint Tech			35031 Lead Install / Svc Tech				
	<b>Senior</b>	<b>32</b>		33532 Maint Tech 3	34032 Headend Tech 3	34532 Fiber Tech 3	35032 Install / Svc Tech 3	36032 Home Security Install / Svc Tech 3	36532 Svc Auditor 3	37032 Install / Svc Tech Support Rep 3	
	<b>Journey</b>	<b>33</b>	33033 Convtr 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	36533 Svc Auditor 2	37033 Install / Svc Tech Support Rep 2	
	<b>Entry</b>	<b>34</b>					35034 Install / Svc Tech 1	36034 Home Security Install / Svc Tech 1	36534 Svc Auditor 1		

# 2020 C2HR Connectivity Providers - Position Grid

Family  Level			TECHNICAL OPERATIONS (CONTINUED)			MARKETING		
			Dispatch 375	Provisioning (Orders) 380	Construction 385	Marketing 400	Market Research 405	Digital Marketing 410
			Brief Job Family Descriptions			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.
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	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	37516 Mgr, Dispatch	38016 Mgr, Provisioning	38516 Mgr, Construction	40016 Mgr, Marketing	40516 Mgr, Market Research	41016 Mgr, Digital Marketing
	Supervisor	17	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	37532 Dispatcher 3	38032 Provisioner 3	38532 Constr Tech 3	40032 Marketing Coord 3		
	Journey	33	37533 Dispatcher 2	38033 Provisioner 2	38533 Constr Tech 2	40033 Marketing Coord 2		
	Entry	34	37534 Dispatcher 1	38034 Provisioner 1				

# 2020 C2HR Connectivity Providers - Position Grid

Family Level			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>	<b>9</b>								
	<b>EVP</b>	<b>10</b>	45010 EVP, PR / MR / CA / Corp Comm	45510 EVP, Regl Aff / Govt Rltns	46010 EVP, Prgm Acquisition					
	<b>SVP</b>	<b>11</b>	45011 SVP, PR / MR / CA / Corp Comm	45511 SVP, Regl Aff / Govt Rltns	46011 SVP, Prgm Acquisition					
	<b>VP</b>	<b>12</b>	45012 VP, PR / MR / CA / Corp Comm	45512 VP, Regl Aff / Govt Rltns	46012 VP, Prgm Acquisition					
	<b>Senior Director</b>	<b>13</b>	45013 Sr Dir, PR / MR / CA / Corp Comm	45513 Sr Dir, Regl Aff / Govt Rltns	46013 Sr Dir, Prgm Acquisition					
	<b>Director</b>	<b>14</b>	45014 Dir, PR / MR / CA / Corp Comm	45514 Dir, Regl Aff / Govt Rltns	46014 Dir, Prgm Acquisition					
	<b>Senior Manager</b>	<b>15</b>	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>	<b>16</b>	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>	<b>17</b>					50517 Supv, Local Production		51517 Supv, Master Cntrl	52017 Supv, Traffic
<b>Salaried</b>	<b>Principal</b>	<b>21</b>				50021 Local On-Air Talent				
	<b>Senior</b>	<b>24</b>	45024 Sr PR / MR / CA / Corp Comm Spec	45524 Sr Regl Aff / Govt Rltns Specialist						
	<b>Journey</b>	<b>25</b>	45025 PR / MR / CA / Corp Comm Spec	45525 Regl Aff / Govt Rltns Specialist	46025 Prgm Acquisition Analyst					
	<b>Associate</b>	<b>26</b>								
<b>Hourly</b>	<b>Lead</b>	<b>31</b>						51031 Lead Video Engr/Tech	51531 Lead Master Cntrl Opr	
	<b>Senior</b>	<b>32</b>					50532 Producer / Director 3	51032 Video Engr/Tech 3	51532 Master Cntrl Opr 3	52032 Traffic Coord 3
	<b>Journey</b>	<b>33</b>		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>	<b>34</b>					50534 Production Asst			

# 2020 C2HR Connectivity Providers - Position Grid

Family Level			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
			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.
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									
	Senior	24									
	Journey	25									63525 Workforce / Traffic Analyst
	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 / Billing 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	
	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	
	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	

# 2020 C2HR Connectivity Providers - Position Grid

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
<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>	<b>9</b>									
	<b>EVP</b>	<b>10</b>	70010 EVP, Direct Sales					80010 EVP, Commrl Ops			
	<b>SVP</b>	<b>11</b>	70011 SVP, Direct Sales					80011 SVP, Commrl Ops			
	<b>VP</b>	<b>12</b>	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>	<b>13</b>	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>	<b>14</b>	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>	<b>15</b>	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>	<b>16</b>	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>	<b>17</b>	70017 Supv, Direct Sales								
<b>Salaried</b>	<b>Principal</b>	<b>21</b>									
	<b>Senior</b>	<b>24</b>						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>	<b>25</b>	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>	<b>26</b>									
<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>									



# 2020 C2HR Connectivity Providers - Position Grid

Family Level			COMMERCIAL SALES (CONTINUED)					OTHER SALES		
			Commercial Sales Engineering	Commercial Inside Sales	Carrier 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 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>	<b>9</b>								
	<b>EVP</b>	<b>10</b>								
	<b>SVP</b>	<b>11</b>								
	<b>VP</b>	<b>12</b>			83012 VP, Carrier Sales					90512 VP, Inbound Sales
	<b>Senior Director</b>	<b>13</b>	82013 Sr Dir, Commrl Sales Engineering		83013 Sr Dir, Carrier Sales	83513 Sr Dir, Commrl Sales Acct Mgmt	84013 Sr Dir, Commrl Sales Support			90513 Sr Dir, Inbound Sales
	<b>Director</b>	<b>14</b>	82014 Dir, Commrl Sales Engineering		83014 Dir, Carrier 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>	<b>15</b>	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>	<b>16</b>	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>	<b>17</b>							90017 Supv, Outbound Sales	90517 Supv, Inbound Sales
<b>Salaried</b>	<b>Principal</b>	<b>21</b>								
	<b>Senior</b>	<b>24</b>	82024 Sr Commrl Sales Engr			83524 Sr Commrl Acct Mgr	84024 Sr Commrl Sales Support Specialist			
	<b>Journey</b>	<b>25</b>	82025 Commrl Sales Engr		83025 Carrier Account Mgr	83525 Commrl Acct Mgr	84025 Commrl Sales Support Specialist			
	<b>Associate</b>	<b>26</b>								
<b>Hourly</b>	<b>Lead</b>	<b>31</b>								90531 Lead Inbound Sales Rep
	<b>Senior</b>	<b>32</b>							90032 Sr Outbound Sales Rep	90532 Inbound Sales Rep 3
	<b>Journey</b>	<b>33</b>		82533 Commrl Inside Sales Rep			84033 Commrl Sales Coord		90033 Outbound Sales Rep	90533 Inbound Sales Rep 2
	<b>Entry</b>	<b>34</b>								90534 Inbound Sales Rep 1

# 2020 C2HR Connectivity Providers - Position Grid

Family Level			OTHER SALES (CONTINUED)			SALES PLANNING AND OPERATIONS				
			Embedded Retail Sales	Regional Retail Sales	Store Retail Sales	Channel Sales Management	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>	<b>9</b>								
	<b>EVP</b>	<b>10</b>								
	<b>SVP</b>	<b>11</b>								
	<b>VP</b>	<b>12</b>				93512 VP, Channel Sales Mgmt				
	<b>Senior Director</b>	<b>13</b>					93613 Sr Dir, Sales Operations			
	<b>Director</b>	<b>14</b>		93014 Regional Mgr, Retail Sales			93614 Dir, Sales Operations			
	<b>Senior Manager</b>	<b>15</b>	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>	<b>16</b>	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>	<b>17</b>			93217 Asst Mgr, Store Retail Sales		93617 Supv, Sales Operations			
<b>Salaried</b>	<b>Principal</b>	<b>21</b>								
	<b>Senior</b>	<b>24</b>				93524 Sr Channel Sales Manager				
	<b>Journey</b>	<b>25</b>				93525 Channel Sales Manager				
	<b>Associate</b>	<b>26</b>								
<b>Hourly</b>	<b>Lead</b>	<b>31</b>								
	<b>Senior</b>	<b>32</b>			93232 Sr Store Retail Sales Rep		93632 Sr Sales Operations Rep		93832 Sr Inside Collector / Retriever	
	<b>Journey</b>	<b>33</b>	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>	<b>34</b>			93234 Asst Store Retail Sales Rep					