



**HUMAN RESOURCES  
DEPARTMENT**  
City of Burlington

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179 South Winooski Avenue, Burlington, VT 05401

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To: Board of Finance  
From: Susan Leonard, Human Resources Director  
Date: February 2, 2012  
Re: Burlington Telecom – Creation of Regular Full Time Controller – Burlington Telecom.

The consulting manager for Burlington Telecom, Stephen Barraclaugh, has recommended the creation of a Controller position at Burlington Telecom. He does this in light of the recent promotion of Ann Barton, who has been promoted to the position of Chief Accountant. The proposed position will serve to replace and augment that of the Senior Accountant position that was servicing Burlington Telecom. Stephen sees this position as providing a higher degree of leadership and attention to more complex problems facing Burlington Telecom. It is envisioned that this position will ultimately enable Stephen to spend less of his and Vivian Pilot's time addressing Burlington Telecom, thus reducing expenses.

The Controller – Burlington Telecom will report to the General Manager of Burlington Telecom (existing and proposed organization charts are attached). The details of the job functions are outlined in the attached job description.

The recommended classification for this position is a Level 15 on the Burlington Telecom Salary Table. This grade ranges from \$74,616 at step 1 to \$91,909 at step 15 (FY12 Table). This range is slightly less than the range identified in the May 2009 Sadowski report; however, the position evaluated in this report is not entirely the same.

I recommend creation of this Regular Full Time position at Level 15 of the Burlington Telecom Salary Table, also attached.

**STRICTLY PRIVATE AND CONFIDENTIAL**

3 February, 2012

Susan Leonard, SPHR  
Human Resources Director, City of Burlington  
131 Church Street, Floor 2  
Burlington, VT 05401

Dear Susan,

Per our earlier conversation and your request, I am writing to request permission to recruit a Financial Controller for Burlington Telecom.

For the past eighteen months, day to day accounting at BT has been performed by Ann Barton, an accountant from the City of Burlington, who has been located at BT. Working alongside Ann has been Vivian Pilot of Dorman and Fawcett. During that time, accounting and the role of finance at BT has changed fundamentally. In addition to ensuring complete transparency and compliance with municipal accounting rules, BT has fundamentally changed the way that it looks at and manages its costs, its cash and its results, on a day to day and month to month basis, to reflect the way that a business would operate. BT now produces monthly results, reforecasts its full year results regularly and has an intense and detailed focus on cash management.

In December 2011 Vivian Pilot transitioned out of BT, as planned and discussed with the Clerk Treasurers office. The intent had been for Ann Barton to move into the BT role on a full time basis, with Vivian providing oversight and guidance for a couple of days a month.

In early January 2012, the City found itself in need of Ann's skills and experience to fill the role of Chief Accountant. Ann now plans to transition out of BT over the coming weeks, leaving BT in urgent need of a replacement. We have been advised that no other resources are available to replace Ann and so are faced with the need to recruit externally.

With Ann's impending departure, filling this role is now a critical requirement for BT given the need to continue to closely and tightly monitor BT's ongoing daily and monthly financial position, and to ensure that BT remains cash flow positive pre debt financing and in compliance with its obligations with regard to its further use of the City cash pool under the terms of its CPG.

The full costs to employ of this position, including benefits, are included in BT's FY 2012 budget.

Sincerely,

Stephen Barraclough  
Dorman and Fawcett

Interim General Manager  
Burlington Telecom

## City of Burlington Job Description

**Position Title:** Financial Controller

**Department:** Burlington Telecom

**Reports to:** General Manager

**Pay Grade:** NC

**Job Code:**

**Exempt/Non-Exempt:** Exempt

**Union:** Non-Union

**General Purpose:** This position is responsible for the overall management of accounting functions and the provision of financial data and guidance to operational functions of BT and Financial Management at the City of Burlington. at BT, including the monthly closing process and production of actual monthly financial results, cash flow management and reporting, purchase order control, budgeting and forecasting, best practices, processes and internal controls.

As part of Burlington Telecom's senior management team, this position is responsible for managing all financial functions including accounting, information services, billing and collection, accounts payable, cash flow, internal controls, and financial reporting.

**Essential Job Functions:** (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Responsible for overall performance of Finance function through leading, hiring, training, managing and conducting performance reviews of all Finance staff.
- Under the guidance of the GM, leads the preparation of Burlington Telecom's annual Operational Plan and budget, by establishing timelines; collecting, consolidating and analyzing financial data; preparing schedules and analysis for review by the BT management team
- Ensures BT remains on course financially with Budgeted objectives by ensuring that the books are closed and reports produced in a timely manner each month and leading the monthly review of performance against operational plan and budget
- Supports management with analysis of all aspects of business operational and financial performance and competitive and market trends
- Ensures that BT consistently manages its cash flow in accordance with its plans, making recommendations and taking actions to ensure that cash flow goals are always met.
- Provides monthly reports of payables and receivables – balances, aging, past due analyses
- Interface with City of Burlington's Accounting Office to ensure complete transparency regular updates, and that BT is following city accounting policies and procedures.
- Ensures timely federal, state and local financial reporting requirements and compliance

- Oversees, manages/maintains financial systems
- Oversees, manages and maintains billing, provisioning and financial reporting data, systems and analysis, using periodic audits to ensure timeliness and accuracy.
- Provides clear framework for financial decisions by establishing and ensuring compliance with "best practice" policies and procedures
- Undertakes ad hock analyses and projects as required, at the direction of the GM

**Non-Essential Job Functions:**

- Performs other tasks as may be assigned.

**Qualifications/Basic Job Requirements:**

- Bachelor's Degree in finance, accounting, or CPA
- Minimum of 10 years experience working in relevant position(s) preferably including experience working in a small, fast paced (\$5m - \$30m revenues) telecommunications or technology company, with change as a constant, including rapid growth and/or adversity
- Knowledge of telephony, cable tv, and internet industry practices a plus.
- Cost Accounting/Budgeting/Cash Flow Management/KPI/GL/AP/AR/PR/Report Writers
- Executes tasks effectively and with urgency; embraces challenges with a "whatever it takes" attitude. Hands on, detail oriented, high energy team player, able to make a difference. Frugal but practical in balancing cash management with business requirements
- Advanced working knowledge of MS Windows operating systems and MS Office required. Experience of working with a third party billing system a plus
- Excellent interpersonal skills including the ability to motivate and manage a small team, effective communications up and down the organization, a desire to learn and to teach, and the ability to lead collaborative efforts between departments
- Strong analytical and modeling skills, coupled with an understanding of how figures and data add context to decisions
- Software system implementation and integration experience helpful

**Physical & Mental/Reasoning Requirements; Work Environment:**

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> seeing                               | <input checked="" type="checkbox"/> ability to move distances within and between warehouses/offices | <input checked="" type="checkbox"/> lifting (specify) 10 pounds   |
| <input checked="" type="checkbox"/> color perception (red, green, amber) | <input type="checkbox"/> climbing   | <input checked="" type="checkbox"/> carrying (specify) 10 pounds  |
| <input checked="" type="checkbox"/> hearing/listening                    | <input type="checkbox"/> ability to mount and dismount forklift/truck                               | <input checked="" type="checkbox"/> driving (local/over the road) |
| <input checked="" type="checkbox"/> clear speech                         | <input checked="" type="checkbox"/> pushing/pulling   |   |
| <input checked="" type="checkbox"/> touching                             |   |   |
| <input checked="" type="checkbox"/> dexterity                            |   |   |
| <input checked="" type="checkbox"/> hand                                 |   |   |
| <input checked="" type="checkbox"/> finger                               |   |   |
| <input type="checkbox"/> reading - basic                                 | <input type="checkbox"/> math skills - basic  | <input checked="" type="checkbox"/> analysis/comprehension        |

- |   |   |  |
|---|---|--|
| <input checked="" type="checkbox"/> reading – complex       | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision making |
| <input type="checkbox"/> writing - basic                    | <input checked="" type="checkbox"/> clerical              |  |
| <input checked="" type="checkbox"/> writing - complex       |   |  |
| <input type="checkbox"/> shift work                         | <input type="checkbox"/> outside                          | <input type="checkbox"/> pressurized equipment               |
| <input checked="" type="checkbox"/> works alone             | <input type="checkbox"/> extreme heat                     | <input type="checkbox"/> moving objects                      |
| <input checked="" type="checkbox"/> works with others       | <input type="checkbox"/> extreme cold                     | <input type="checkbox"/> high places                         |
| <input checked="" type="checkbox"/> verbal contact w/others | <input checked="" type="checkbox"/> noise                 | <input type="checkbox"/> fumes/odors                         |
| <input checked="" type="checkbox"/> face-to-face contact    | <input type="checkbox"/> mechanical equipment             | <input type="checkbox"/> hazardous materials                 |
| <input checked="" type="checkbox"/> inside                  | <input type="checkbox"/> electrical equipment             | <input checked="" type="checkbox"/> dirt/dust                |

**Supervision:**

Directly Supervises: 2

Indirectly Supervises: 0

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**Approvals:**

Department Head: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_

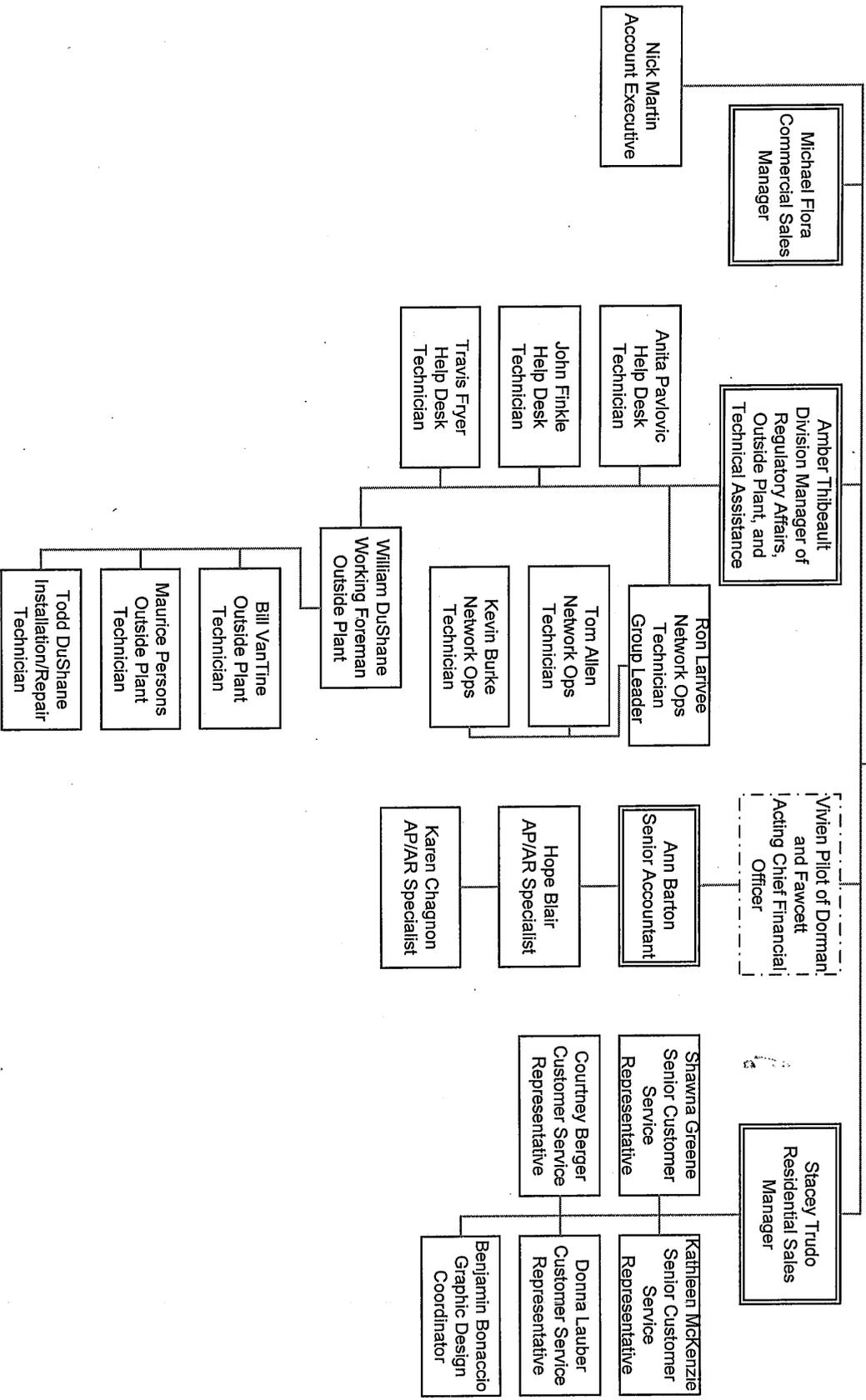
(revised 04/05, updated regular status 11/06)

(Revised July 2008)

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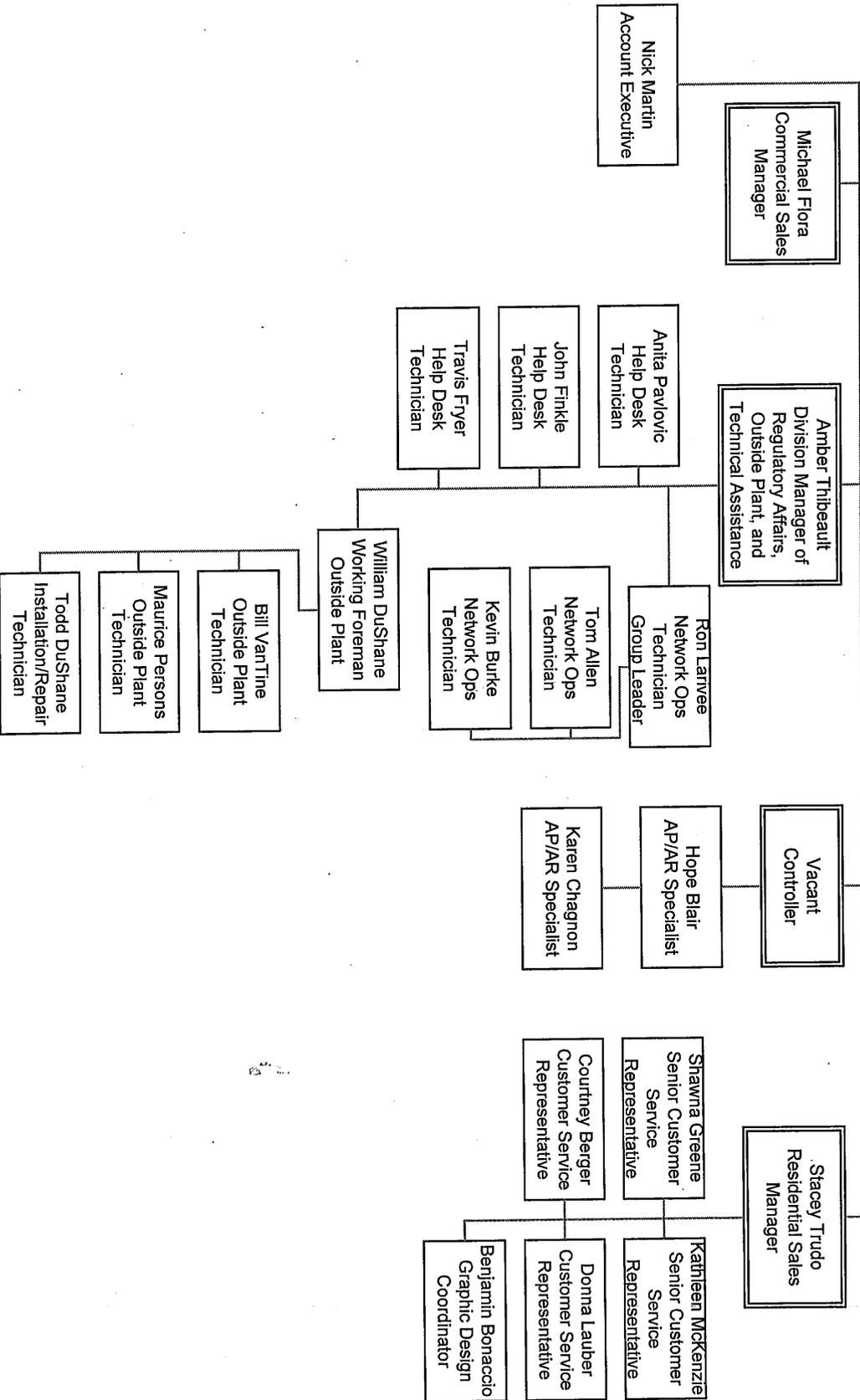
Burlington Telecom  
 City of Burlington  
 February 1, 2012

Stephen Barracough of  
 Dorman and Fawcett  
 Acting General Manager



Burlington Telecom  
 City of Burlington  
 Proposed March 2012

Stephen Barracough of  
 Dorman and Fawcett  
 Acting General Manager



BURLINGTON TELECOM - TABLE III FY 12 RATES with 2.7% Increase

Grade	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15
General Mgr.	99,099.80	101,001.02	102,698.87	104,548.07	106,428.19	108,345.77	110,295.47	112,280.63	113,291.54	114,310.73	115,339.37	116,377.47	117,425.04	118,482.06	119,548.53
	1,905.77	1,942.33	1,974.98	2,010.54	2,046.72	2,083.57	2,121.07	2,159.24	2,178.68	2,198.28	2,218.06	2,238.03	2,258.17	2,278.50	2,299.01
	47,644.1	48,582.3	49,374.5	50,293.5	51,167.9	52,089.3	53,026.7	53,981.1	54,467.1	54,957.1	55,451.6	55,950.7	56,454.3	56,962.5	57,475.3
Asst. GM Ops & Business	89,765.25	91,401.52	93,047.35	94,721.56	96,428.51	98,162.20	99,929.81	101,729.16	102,643.30	103,567.90	104,499.59	105,436.56	106,388.99	107,346.69	108,312.67
	1,726.64	1,757.72	1,789.37	1,821.51	1,854.36	1,887.73	1,921.73	1,956.31	1,973.30	1,991.69	2,009.61	2,027.68	2,045.94	2,064.36	2,082.94
	43,166.0	43,943.0	44,734.3	45,539.2	46,358.9	47,193.4	48,043.2	48,907.8	49,347.7	49,792.3	50,240.2	50,692.1	51,148.6	51,609.0	52,073.4
Re-org'd 3/9/10	85,276.04	86,555.18	87,853.51	89,171.02	90,508.79	91,866.81	93,244.02	94,643.61	96,062.39	97,503.56	98,966.04	100,450.91	101,957.10	103,486.74	105,038.76
	1,639.92	1,664.52	1,689.49	1,714.83	1,740.55	1,766.67	1,793.15	1,820.07	1,847.35	1,875.07	1,903.19	1,931.75	1,960.71	1,990.13	2,019.99
	40,998,996.8	41,613.1	42,237.3	42,870.7	43,513.8	44,166.7	44,828.9	45,501.7	46,183.8	46,876.7	47,579.8	48,293.7	49,017.8	49,753.2	50,499.4
Div Mgr of Regulatory Affairs, Outside Plant, and Technical Assistance 06/27/2011	74,616.54	75,735.78	76,871.82	78,024.90	79,195.27	80,383.20	81,588.95	82,812.78	84,054.97	85,315.80	86,595.54	87,894.47	89,212.89	90,551.08	91,909.35
	1,434.93	1,456.46	1,478.30	1,500.45	1,522.99	1,545.83	1,569.02	1,592.55	1,616.44	1,640.69	1,665.30	1,690.28	1,715.63	1,741.37	1,767.49
	35,873.3	36,411.4	36,957.6	37,512.0	38,074.6	38,645.8	39,225.5	39,813.8	40,411.0	41,017.2	41,632.5	42,257.0	42,890.8	43,534.2	44,187.2
Marketing Mgr.	70,940.98	72,217.92	73,517.84	74,841.15	76,188.30	77,559.69	78,955.76	80,376.97	81,800.36	83,230.26	84,666.74	86,109.84	87,559.53	89,015.81	90,478.67
	1,364.25	1,388.81	1,413.80	1,439.25	1,465.16	1,491.53	1,518.38	1,545.71	1,573.66	1,602.11	1,631.08	1,660.45	1,690.28	1,720.55	1,751.27
	34,106.2	34,720.2	35,345.1	35,981.3	36,629.0	37,288.3	37,959.5	38,642.8	38,990.6	39,341.5	39,695.5	40,052.8	40,413.3	40,777.0	41,144.0
Commercial Sales Manager - 06/27/2011	63,386.94	64,527.90	65,690.15	66,872.50	68,076.13	69,301.05	70,548.43	71,818.27	72,465.02	73,117.67	73,775.06	74,439.54	75,109.75	75,785.05	76,465.27
	1,218.98	1,240.92	1,263.27	1,286.01	1,309.16	1,332.71	1,356.70	1,381.12	1,393.56	1,406.11	1,418.75	1,431.53	1,444.40	1,457.40	1,470.52
	30,474.5	31,023.0	31,581.8	32,150.2	32,728.9	33,317.8	33,917.5	34,528.0	34,839.9	35,152.7	35,466.8	35,782.2	36,100.0	36,435.1	36,763.1
Mgr/Network Admin.	59,668.45	60,742.02	61,835.69	62,948.28	64,080.98	65,234.95	66,409.02	67,604.38	68,213.29	68,826.93	69,446.48	70,070.76	70,702.13	71,338.24	71,980.25
	1,147.47	1,168.12	1,189.15	1,210.54	1,232.33	1,254.52	1,277.10	1,300.08	1,311.79	1,323.69	1,335.81	1,347.51	1,359.68	1,371.89	1,384.24
	28,698.8	29,202.9	29,728.7	30,263.6	30,808.2	31,363.0	31,927.4	32,502.1	32,794.8	33,089.9	33,387.7	33,687.9	33,991.4	34,297.2	34,605.9
Senior Technician Outside Plant	46,754.87	47,643.21	48,548.43	49,470.85	50,410.80	51,368.60	52,344.61	53,339.15	54,352.60	55,385.30	56,437.62	57,509.93	58,602.62	59,716.07	60,850.68
	875.49	892.13	909.08	926.35	943.95	961.89	980.16	998.79	1,017.76	1,037.10	1,056.81	1,076.88	1,097.35	1,118.19	1,139.44
	21,897.3	22,303.2	22,727.0	23,158.8	23,598.8	24,047.2	24,504.1	24,969.6	25,444.1	25,927.5	26,420.1	26,922.1	27,433.6	27,954.9	28,486.0
Mgr Customer Svc	59,668.45	60,742.02	61,835.69	62,948.28	64,080.98	65,234.95	66,409.02	67,604.38	68,213.29	68,826.93	69,446.48	70,070.76	70,702.13	71,338.24	71,980.25
	1,147.47	1,168.12	1,189.15	1,210.54	1,232.33	1,254.52	1,277.10	1,300.08	1,311.79	1,323.69	1,335.81	1,347.51	1,359.68	1,371.89	1,384.24
	28,698.8	29,202.9	29,728.7	30,263.6	30,808.2	31,363.0	31,927.4	32,502.1	32,794.8	33,089.9	33,387.7	33,687.9	33,991.4	34,297.2	34,605.9
Working Foreman	46,754.87	47,643.21	48,548.43	49,470.85	50,410.80	51,368.60	52,344.61	53,339.15	54,352.60	55,385.30	56,437.62	57,509.93	58,602.62	59,716.07	60,850.68
	875.49	892.13	909.08	926.35	943.95	961.89	980.16	998.79	1,017.76	1,037.10	1,056.81	1,076.88	1,097.35	1,118.19	1,139.44
	21,897.3	22,303.2	22,727.0	23,158.8	23,598.8	24,047.2	24,504.1	24,969.6	25,444.1	25,927.5	26,420.1	26,922.1	27,433.6	27,954.9	28,486.0
Residential Sales Supervisor - 06/27/2011	46,754.87	47,643.21	48,548.43	49,470.85	50,410.80	51,368.60	52,344.61	53,339.15	54,352.60	55,385.30	56,437.62	57,509.93	58,602.62	59,716.07	60,850.68
	875.49	892.13	909.08	926.35	943.95	961.89	980.16	998.79	1,017.76	1,037.10	1,056.81	1,076.88	1,097.35	1,118.19	1,139.44
	21,897.3	22,303.2	22,727.0	23,158.8	23,598.8	24,047.2	24,504.1	24,969.6	25,444.1	25,927.5	26,420.1	26,922.1	27,433.6	27,954.9	28,486.0
Re-org'd Aug 2010	46,754.87	47,643.21	48,548.43	49,470.85	50,410.80	51,368.60	52,344.61	53,339.15	54,352.60	55,385.30	56,437.62	57,509.93	58,602.62	59,716.07	60,850.68
	875.49	892.13	909.08	926.35	943.95	961.89	980.16	998.79	1,017.76	1,037.10	1,056.81	1,076.88	1,097.35	1,118.19	1,139.44
	21,897.3	22,303.2	22,727.0	23,158.8	23,598.8	24,047.2	24,504.1	24,969.6	25,444.1	25,927.5	26,420.1	26,922.1	27,433.6	27,954.9	28,486.0
Customer Service Manager	46,754.87	47,643.21	48,548.43	49,470.85	50,410.80	51,368.60	52,344.61	53,339.15	54,352.60	55,385.30	56,437.62	57,509.93	58,602.62	59,716.07	60,850.68
	875.49	892.13	909.08	926.35	943.95	961.89	980.16	998.79	1,017.76	1,037.10	1,056.81	1,076.88	1,097.35	1,118.19	1,139.44
	21,897.3	22,303.2	22,727.0	23,158.8	23,598.8	24,047.2	24,504.1	24,969.6	25,444.1	25,927.5	26,420.1	26,922.1	27,433.6	27,954.9	28,486.0
Systems Admin	58,126.66	59,173.04	60,238.34	61,322.55	62,426.87	63,550.10	64,694.61	65,859.23	66,451.59	67,049.85	67,652.85	68,261.76	68,876.58	69,496.14	70,121.60
	1,117.82	1,137.94	1,158.43	1,179.28	1,200.52	1,222.12	1,244.13	1,266.52	1,277.92	1,289.42	1,301.02	1,312.73	1,324.55	1,336.46	1,348.49
	27,945.5	28,486.6	28,967.0	29,482.0	30,012.9	30,552.9	31,103.2	31,663.1	31,947.9	32,235.5	32,525.4	32,818.2	33,113.7	33,411.6	33,712.3
Re-org'd Aug 2010	41,762.04	42,555.52	43,364.08	44,187.99	45,027.56	45,883.09	46,754.87	47,643.21	48,548.43	49,470.85	50,410.80	51,368.60	52,344.61	53,339.15	54,352.60
	803.12	818.38	833.92	849.77	865.91	882.37	899.13	916.22	933.62	951.35	969.44	987.86	1,006.63	1,025.75	1,045.24
	20,077.9	20,459.4	20,848.1	21,244.2	21,647.9	22,059.2	22,478.3	22,905.4	23,340.6	23,784.1	24,236.0	24,696.4	25,165.7	25,643.8	26,131.1
Account Executive	56,153.32	57,164.23	58,192.88	59,240.44	60,306.92	61,392.31	62,497.81	63,622.22	64,194.48	64,772.65	65,355.55	65,944.36	66,536.72	67,133.17	67,734.35
	1,079.87	1,099.31	1,119.09	1,139.24	1,159.75	1,180.62	1,201.88	1,223.50	1,234.51	1,245.63	1,256.84	1,268.16	1,279.55	1,291.08	1,302.70
	26,996.8	27,482.8	27,973.3	28,481.0	28,993.7	29,515.5	30,047.0	30,587.6	30,862.7	31,140.7	31,420.9	31,704.0	31,988.8	32,277.0	32,567.5
Graphic Design Coordinator	41,762.04	42,555.52	43,364.08	44,187.99	45,027.56	45,883.09	46,754.87	47,643.21	48,548.43	49,470.85	50,410.80	51,368.60	52,344.61	53,339.15	54,352.60
	803.12	818.38	833.92	849.77	865.91	882.37	899.13	916.22	933.62	951.35	969.44	987.86	1,006.63	1,025.75	1,045.24
	20,077.9	20,459.4	20,848.1	21,244.2	21,647.9	22,059.2	22,478.3	22,905.4	23,340.6	23,784.1	24,236.0	24,696.4	25,165.7	25,643.8	26,131.1
Info Sys Admin	56,153.32	57,164.23	58,192.88	59,240.44	60,306.92	61,392.31	62,497.81	63,622.22	64,194.48	64,772.65	65,355.55	65,944.36	66,536.72	67,133.17	67,734.35
	1,079.87	1,099.31	1,119.09	1,139.24	1,159.75	1,180.62	1,201.88	1,223.50	1,234.51	1,245.63	1,256.84	1,268.16	1,279.55	1,291.08	1,302.70
	26,996.8	27,482.8	27,973												

BURLINGTON TELECOM - TABLE III FY 12 RATES with 2.7% Increase

Grade	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15
Re-org'd 3/9/10															
Div Mngtr of Govt															
& Regulatory Affairs															
5 Step 1	70,940.98	72,217.92	73,517.83	74,841.16	76,188.30	77,559.69	78,955.76	80,376.97	81,100.36	81,830.26	82,566.74	83,309.84	84,059.63	84,816.16	85,579.50
4 Step 1	1364.25	1368.81	1413.8	1439.25	1465.16	1491.53	1518.38	1545.71	1559.62	1573.66	1587.82	1602.11	1616.53	1631.08	1645.76
3 Step 1	34,1063	34,7203	35,3450	35,9813	36,6290	37,2883	37,9595	38,6428	38,9905	39,5415	39,6955	40,0528	40,4133	40,7770	41,1440
4 Step 1	50,475.68	51,383.72	52,309.50	53,250.65	54,209.54	55,184.98	56,178.15	57,189.06	57,704.56	58,223.62	58,747.40	59,275.91	59,809.15	60,348.30	60,891.00
3 Step 1	970.69	988.15	1,005.95	1,024.05	1,042.49	1,061.25	1,080.35	1,099.79	1,109.70	1,119.68	1,129.76	1,139.82	1,150.18	1,160.54	1,170.98
2 Step 1	24,267.2	24,703.7	25,148.8	25,601.3	26,062.3	26,531.2	27,008.7	27,494.7	27,742.5	27,992.1	28,243.9	28,498.0	28,754.4	29,013.6	29,274.5
Re-org'd Aug 2010															
Sr Marketing & Sales Assoc															
AP A/R Specialist															
3 Step 1	37,521.46	38,234.37	38,960.82	39,710.07	40,485.39	41,224.05	42,007.30	42,805.44	43,618.75	44,447.50	45,292.01	46,152.55	47,029.45	47,923.01	48,833.55
2 Step 1	721.57	735.28	749.25	763.48	777.99	792.77	807.83	823.18	838.82	854.76	871.00	887.55	904.41	921.60	939.11
1 Step 1	18,039.2	18,381.9	18,731.2	19,087.1	19,449.7	19,819.3	20,195.8	20,579.5	20,970.6	21,369.0	21,775.0	22,187.7	22,607.3	23,033.9	23,467.7
Sr Cust.Svc.															
2 Step 1	42,777.30	43,594.25	44,411.20	45,228.14	46,045.09	46,862.03	47,678.97	48,497.45	48,959.92	49,304.40	49,312.87	49,721.34	50,129.82	50,538.29	50,946.76
1 Step 1	822.64	838.35	854.06	869.77	885.48	901.19	916.90	927.76	932.61	940.47	948.32	956.18	964.03	971.89	979.75
20 Step 1	20,566.0	20,958.8	21,351.5	21,744.3	22,137.1	22,529.8	22,922.6	23,315.3	23,315.3	23,511.7	23,708.1	23,904.5	24,100.9	24,297.3	24,493.6
Help Desk Tech															
21 in Pent															
1.5 Step 1	38,033.69	39,736.30	40,451.55	41,179.68	41,920.91	42,675.49	43,443.65	44,225.63	44,623.66	45,025.28	45,430.50	45,839.38	46,251.93	46,668.20	47,088.21
1 Step 1	750.65	764.16	777.91	791.92	806.17	820.68	835.45	850.49	858.15	865.87	873.66	881.53	889.46	897.47	905.54
18 Step 1	18,766.2	19,104.0	19,447.9	19,797.9	20,154.3	20,517.1	20,886.4	21,262.3	21,453.7	21,646.8	21,841.6	22,038.2	22,236.5	22,436.6	22,636.6
Cust.Svc.															
Admin Assist															
1 Step 1	37,866.78	38,616.11	39,335.45	40,054.78	40,774.12	41,493.45	42,212.80	42,932.13	43,291.80	43,651.47	44,011.14	44,370.80	44,730.47	45,090.14	45,449.81
7 Step 1	728.78	742.62	756.45	770.28	784.12	797.95	811.78	818.70	825.62	832.53	839.45	846.37	853.28	860.20	867.12
18 Step 1	18,219.6	18,565.4	18,911.3	19,257.1	19,602.9	19,948.8	20,294.6	20,467.5	20,640.4	20,813.4	20,986.3	21,159.2	21,332.1	21,505.0	21,678.0

BURLINGTON TELECOM - TABLE III FY 11 RATES with a 2% Increase