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Highest-ranking officer of an organization "Chief executive" and "CEO" redirect here. For other uses, see Chief executive (disambiguation) and CEO (disambiguation). A group of Fortune 500 CEOs in 2015 A chief executive officer (CEO),[1] also known as a chief executive or managing director, is the top-ranking corporate officer charged with the management of an organization, usually a company or a nonprofit organization. CEOs find roles in various organizations, including public and private corporations, nonprofit organizations, and even some government organizations (notably state-owned enterprises). The governor and CEO of a corporation or company typically reports to the board of directors and is charged with maximizing the value of the business,[1] which may include maximizing the profitability, market share, revenue, or another financial metric. In the nonprofit and government sector, CEOs typically aim at achieving outcomes related to the organization's mission, usually provided by legislation. CEOs are also frequently assigned the role of the main manager of the organization and the highest-ranking officer in the C-suite.[2] The term "chief executive officer" is attested as early as 1782, when an ordinance of the Congress of the Confederation of the United States of America used the term to refer to governors and other leaders of the executive branches of each of the Thirteen Colonies.[3] In draft additions to the Oxford English Dictionary published online in 2011, the Dictionary says that the use of "CEO" as an acronym for a chief executive officer originated in Australia, with the first attestation being in 1914. The first American usage cited is from 1972.[4] The responsibilities of an organization's CEO are set by the organization's board of directors or other authority, depending on the organization's structure. They can be far-reaching or quite limited, and are typically enshrined in a formal delegation of authority regarding business administration. Typically, responsibilities include being an active decision-maker on business strategy and other key policy issues, as well as leader, manager, and executor roles. The communicator role can involve speaking to the press and the public, as well as to the organization's management and employees. The decision-making role entails making high-level decisions regarding policy and strategy. The CEO is responsible for implementing the goals, targets, and strategic objectives as determined by the board of directors. As an executive officer of the company, the CEO reports the status of the business to the board of directors, motivates employees, and drives change within the organization. As a manager, the CEO presides over the organization's day-to-day operations.[5][6][7] The CEO is the person who is ultimately accountable for a company's business decisions, including those in operations, marketing, business development, finance, human resources, etc. The CEO of a political party is often entrusted with fundraising, particularly for election campaigns. The use of the CEO title may be used by for-profit companies or non-profit or charitable organisations, such as the Wikimedia Foundation. In some countries, there is a dual board system with two separate boards, one executive board for the day-to-day business and one supervisory board for control purposes (selected by the shareholders). In these countries, the CEO presides over the executive board and the chairperson presides over the supervisory board, and these two roles will always be held by different people. This ensures a distinction between management by the executive board and governance by the supervisory board. This allows for clear lines of authority. The aim is to prevent a conflict of interest and too much power being concentrated in the hands of one person. In the United States, the board of directors (elected by the shareholders) is often equivalent to the supervisory board, while the executive board may often be known as the executive committee (the division/subsidiary heads and C-level officers that report directly to the CEO). In the United States, and in business, the executive officers are usually the top officers of a corporation, the chief executive officer (CEO) being the best-known type. The definition varies; for instance, the California Corporate Disclosure Act defines "executive officers" as the five most highly compensated officers not also sitting on the board of directors. In the case of a sole proprietorship, an executive officer is the sole proprietor. In the case of a partnership, an executive officer is a managing partner, senior partner, or administrative partner. In the case of a limited liability company, an executive officer is any member, manager, or officer. Main article: Corporate title Depending on the organization, a CEO may have several subordinate executives to help run the day-to-day administration of the company, each of whom has specific functional responsibilities referred to as senior executives,[8] executive officers or corporate officers. Subordinate executives are given different titles in different organizations, but one common category of subordinate executive, if the CEO is also the president, is the vice president (VP). An organization may have more than one vice president, each tasked with a different area of responsibility (e.g., VP of finance, VP of human resources). Examples of subordinate executive officers who typically report to the CEO include the chief operating officer (COO), chief financial officer (CFO), chief strategy officer (CSO), chief marketing officer (CMO) and chief business officer (CBO). The public relations-focused position of chief reputation officer is sometimes included as one such subordinate executive officer, but, as suggested by Anthony Johnsdorff, CEO of Reputation Economy Advisors, it can also be seen as "simply another way to add emphasis to the role of a modern-day CEO – where they are both the external face of, and the driving force behind, an organization culture".[9] Brad D. Smith, former CEO of Intuit In the US, the term "chief executive officer" is used primarily in business, whereas the term "executive director" is used primarily in the not-for-profit sector.[10] These terms are generally mutually exclusive and refer to distinct legal duties and responsibilities.[11] The CEO is the highest-ranking executive in a company, making corporate decisions, managing operations, allocating resources, and serving as the main point of communication between the board of directors and the company.[12] In the UK, chief executive and chief executive officer are used in local government, where their position in law is described as the "head of paid service", [13] and in business and in the charitable sector.[14] As of 2013[update], the use of the term director for senior charity staff is deprecated to avoid confusion with the legal duties and responsibilities associated with being a charity director or trustee, which are normally non-executive (unpaid) roles. The term managing director is often used in lieu of chief executive officer. Business publicists since the days of Edward Bernays (1891–1995) and his client John D. Rockefeller (1839–1937) and his client John D. Rockefeller (1839–1937) and his client Henry Ford, promoted the concept of the "celebrity CEO". Business journalists have often adopted this approach, which assumes that the corporate achievements, especially in the arena of manufacturing, are produced by uniquely talented individuals, especially the "heroic CEO". In effect, journalists celebrate a CEO who takes distinctive strategic actions. The model is the celebrity in entertainment, sports, and politics – compare the "great man theory". Guthey et al. argues that "...these individuals are not self-made, but rather are created by a process of widespread media exposure to the point that their actions, personalities, and even private lives function symbolically to represent significant dynamics and tensions prevalent in the contemporary business atmosphere".[15] Journalism thereby exaggerates the importance of the CEO and tends to neglect harder-to-describe broader corporate factors. There is little attention to the intricately organized technical bureaucracy that actually does the work. Hubris sets in when the CEO internalizes the celebrity and becomes excessively self-confident in making complex decisions. There may be an emphasis on the sort of decisions that attract the celebrity journalists.[16] Research published in 2009 by Ulrike Malmendier and Geoffrey Tate indicates that "firms with award-winning CEOs subsequently underperform, in terms both of stock and of operating performance".[17] Main article: Executive compensation § Controversy Executive compensation has been a source of criticism following a dramatic rise in pay relative to the average worker's wage. For example, the relative pay was 20-to-1 in 1965 in the US, but had risen to 376-to-1 by 2000.[18] The relative pay differs around the world, and, in some smaller countries, is still around 20-to-1.[19] Observers differ as to whether the rise is due to competition for talent or due to lack of control by compensation committees.[20] In recent years, investors have demanded more say over executive pay.[21] Main article: Gender diversity § In the boardroom Lack of diversity amongst chief executives has also been a source of criticism.[22] In 2018, 5% of Fortune 500 CEOs were women.[23] In 2023 the number rose to 10.4% of Women CEO's of Fortune 500 companies.[24] The reasons for this are explained or justified in various ways, and may include biological sex differences, male and female differences in Big Five personality traits and temperament, sex differences in psychology and interests, maternity and career breaks, hypergamy, phallogocentrism, the existence of old boy networks, tradition, and the lack of female role models in that regard.[25][26][27] Some countries have passed laws mandating boardroom gender quotas.[28] In 2023 Rockefeller Foundation awarded a grant to Korn Ferry to research strategies and then action a plan to help more women to become CEO's.[29] See also: Toxic leader There are contentious claims that a significant number of CEO's have psychopathic tendencies, often characterized by power-seeking behavior and dominance. These individuals can often conceal their ruthlessness and antisocial behavior behind a facade of charm and eloquence. Traits such as courage and risk-taking, generally considered desirable, are often found alongside these psychopathic tendencies. Tara Swart, a neuroscientist at MIT Sloan School of Management, has suggested that individuals with psychopathic traits thrive in chaotic environments and are aware that others do not. As a result, they may intentionally create chaos in the workplace.[30][31] This perspective is explored in the book Snakes in Suits, co-authored by Robert D. Hale. However, Scott Lilienfeld has argued that the attention given to psychopathy in the workplace by both the media and scholars has far exceeded the available scientific evidence. Emilia Bunea, writing in Psychology Today, has linked psychopathic traits in managers to workplace bullying, employee dissatisfaction, and turnover intentions. Despite this, Bunea cautions that excessive worry about supposed psychopathic managers could discourage individuals from pursuing careers in corporations and deter employees from addressing issues with difficult bosses.[32] CEO succession CEO of public schools City manager Executive officer Founder mode Glass cliff List of books written by CEOs List of chief executive officers Occupational Information Network Prime minister United States Department of Labor ^ a b Lin, Tom C. W. (April 23, 2014). "CEOs and Presidents". UC Davis Law Review. SSRN 2428371. ^ Westphal, James D.; Zajac, Edward J. (March 1995). "Who Shall Govern? CEO/Board Power, Demographic Similarity, and New Director Selection". Administrative Science Quarterly. 40 (1): 60–83. doi:10.2307/2393700. JSTOR 2393700. ^ "An Ordinance for Regulating the Post Office of the United States of America". Journals of the Continental Congress, 1774–1789. Vol. 23. 1914 [October 1782]. p. 670. 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Common Issues to Discuss with Comcast Representative Here are some common issues that you may need to discuss with the Comcast representative: Bills and payments: If you're having trouble paying your bill, or if you're concerned about your payment due date, or if you'd like to upgrade your plan. Technical issues: If you're experiencing issues with your Internet, TV, or phone service, or if you're having trouble with your X1 or Xfinity equipment. Outage or service issues: If you're experiencing an outage or service issue, or if you're concerned about a planned outage in your area. New service or activation: If you're a new customer and need help setting up your service, or if you're experiencing difficulties with activating your account. Comcast services and promotions: If you're interested in exploring new services, such as streaming, or if you'd like to know more about available promotions. Conclusion Contacting Comcast by phone can be a straightforward process, but it's essential to be prepared and know what to expect. By having your account details and the reason for your call ready, you'll be better equipped to resolve your issue efficiently. Remember to be patient, courteous, and clear when communicating with the representative, and don't hesitate to ask questions or seek clarification on any issues. Your friends have asked us these questions - Check out the answers! When you encounter issues with your Xfinity services or have questions regarding your account, knowing how to reach customer support can save you time and frustration. This guide provides a comprehensive look at the different ways to contact Xfinity customer support, ensuring that you receive the assistance you need quickly and efficiently. Xfinity offers several methods for customers to reach their support team. Depending on your preferences and urgency of the matter, you can choose from phone support, online chat, social media outreach, or visiting a local store. Each method has its own benefits and may suit different situations. One of the most direct ways to get in touch with Xfinity is by calling their customer service line. The primary contact phone number for residential customers is 1-800-XFINITY (1-800-934-6489). This line is available 24/7 for general inquiries including billing questions, service issues, technical support, and more. Make sure to have your account information handy for quicker assistance. If you're not keen on waiting on hold or prefer less direct communication methods, consider utilizing online chat through the Xfinity website or app. This feature allows you to interact with a representative in real-time without making a phone call. Additionally, reaching out via social media platforms like Twitter @XfinitySupport can also yield quick responses. For issues that require face-to-face assistance or if you prefer personal interaction, visiting an official Xfinity store might be ideal. At these locations, trained staff can help with equipment return/exchanges, billing questions, and service upgrades among other services. Before reaching out directly to support personnel, it's worth checking out self-service options available on the Xfinity website or mobile app. Through these platforms, customers can manage their accounts by paying bills online, checking service status outages in real time or accessing troubleshooting guides that might resolve common issues without needing extensive support. No matter how you choose to contact them – whether by using the phone number provided above or opting for alternative channels – reaching out to Xfinity customer support doesn't have to be daunting. By understanding your options ahead of time and having relevant information ready during your interaction will help ensure a smoother experience. 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You can also visit xfinity.com/equipmentupdate to check status, but you will have to login to your Xfinity account to access the information. There are several convenient ways to pay your Xfinity bill. Login to your account at xfinity.com and click on billing. You'll see current and past bills here, and can set up autopay for your convenience. Call 1-800-XFINITY (1-800-934-6489) to pay your bill over the phone. You can also pay your bill via the Xfinity App (Apple and Google). Visit an Xfinity Store to pay your bill. If you're looking to get in touch with Xfinity customer service, calling them directly can often be the quickest way to resolve your issues. Whether you have questions about your bill, need technical support, or want to upgrade your service, reaching out via phone can save you time. Here are the top five ways to contact Xfinity by calling their main customer service number at 1-800-XFINITY (1-800-934-6489). This number is available 24/7 and will connect you with a representative who can assist with a variety of inquiries ranging from billing issues to technical support. When you call the main customer service line, you'll first encounter an automated system that can help direct your call based on your needs. By following the prompts, you might find answers without needing to speak directly with a representative. This option is great for quick inquiries like checking account balances or troubleshooting basic issues. For certain issues, it may be more efficient to call a specific department directly. For example, if you're having internet problems, there may be a dedicated tech support line available in addition to general customer service numbers. Make sure to check Xfinity's official website for any departmental numbers that might streamline your experience. If wait times are high and you're unable or unwilling to hold on the line, consider using Xfinity's callback option if it's offered during peak hours. The system allows you to request a callback at a time that's convenient for you instead of waiting on hold. While not strictly over-the-phone communication, contacting Xfinity through social media channels such as Twitter or Facebook could expedite the process of getting assistance over the phone later on. Many companies respond quickly through these platforms and may even provide phone numbers or facilitate direct connections with representatives. These methods provide several options for contacting Xfinity by phone effectively and efficiently based on your needs and preferences. Remember that having your account information handy when calling will help speed up the process. If you're experiencing ongoing issues or have complex queries, don't hesitate – reach out today. 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