



TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Postal Service Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Postal Service Clerks	43-5051.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:							91				
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level			94	Level			93	Level			86
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Finger Dexterity	39	9	53	Speaking	74	4	83	Engineering and Technology	16	10	69
Problem Sensitivity	46	5	59								
Arm-Hand Steadiness	35	5	56								
Inductive Reasoning	42	5	50								
Selective Attention	41	4	56								
Mathematical Reasoning	30	4	50								
Speech Clarity	44	3	59								
Deductive Reasoning	42	3	56								
Near Vision	51	3	56								
Oral Expression	53	2	62								
Number Facility	39	2	53								
Trunk Strength	39	2	50								
LEVEL and IMPT (IMPORTANCE) refer to the Target Postal Service Clerks. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Postal Service Clerks.											

ASK ANALYSIS
Ability Level Comparison - Abilities with importance scores over 50



Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Importance
Oral Comprehension	51	51	68
Oral Expression	51	53	62
Problem Sensitivity	41	46	59
Speech Recognition	48	48	59
Speech Clarity	41	44	59
Deductive Reasoning	39	42	56
Selective Attention	37	41	56
Arm-Hand Steadiness	30	35	56
Manual Dexterity	39	39	56
Near Vision	48	51	56
Written Comprehension	46	44	53
Information Ordering	44	42	53
Category Flexibility	39	39	53
Number Facility	37	39	53
Finger Dexterity	30	39	53
Written Expression	42	39	50
Inductive Reasoning	37	42	50
Mathematical Reasoning	26	30	50
Trunk Strength	37	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Importance
Speaking	70	74	83

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Importance
Engineering and Technology	6	16	69

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks
10+ years	1%	1%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	0%	Master's Degree	0%	0%
2-4 years	15%	9%	Post-Bachelor Cert	0%	0%
1-2 years	12%	8%	Bachelors	0%	0%
6-12 months	13%	0%	AA or Equiv	17%	4%
3-6 months	0%	8%	Some College	13%	3%
			Post-Secondary	100%	40%



1-3 months	3%	10%	Certificate	12%	4%
0-1 month	4%	9%	High School Diploma or GED	41%	82%
None	47%	51%	No HSD or GED	14%	4%

Shipping, Receiving, and Traffic Clerks

Postal Service Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

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These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

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Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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Tasks

Shipping, Receiving, and Traffic Clerks

Postal Service Clerks

Core Tasks

Core Tasks

Generalized Work Activities:

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Specific Tasks

Specific Tasks

Occupation Specific Tasks:

Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.

- Answer questions regarding mail regulations and procedures, postage rates, and post office boxes.
- Cash money orders.
- Check mail in order to ensure correct postage and that packages and letters are in proper condition for mailing.



- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Complete forms regarding changes of address, or theft or loss of mail, or for special services such as registered or priority mail.
- Feed mail into postage canceling devices or hand stamp mail to cancel postage.
- Keep money drawers in order, and record and balance daily transactions.
- Obtain signatures from recipients of registered or special delivery mail.
- Post announcements or government information on public bulletin boards.
- Provide assistance to the public in complying with federal regulations of Postal Service and other federal agencies.
- Provide customers with assistance in filing claims for mail theft, or lost or damaged mail.
- Put undelivered parcels away, retrieve them when customers come to claim them, and complete any related documentation.
- Receive letters and parcels, and place mail into bags.
- Register, certify, and insure letters and parcels.
- Rent post office boxes to customers.
- Respond to complaints regarding mail theft, delivery problems, and lost or damaged mail, filling out forms and making appropriate referrals for investigation.
- Sell and collect payment for products such as stamps, prepaid mail envelopes, and money orders.
- Set postage meters, and calibrate them to ensure correct operation.
- Sort incoming and outgoing mail, according to type and destination, by hand or by operating electronic mail-sorting and scanning devices.
- Transport mail from one work station to another.
- Weigh letters and parcels; compute mailing costs based on type, weight, and destination; and affix correct postage.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- assist public in complying with Postal Service regulations
- calculate monetary exchange
- distribute correspondence or mail
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- insert mail into slots of mail rack
- load, unload, or stack containers, materials,



- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- ADi SmartBOL

- AES MailSTAR

- CMS Consultants WorldLink

- DM2 Bills of Lading Software

- Dydacomp Mail Order Manager

- eLading Bill of Lading Software

- FedEx Ship Manager

- Freight+ software

- Harvey software

- Kewill Clippership

- Kewill Javelin Distribution Ship

- Pitney Bowes ShipStream Manager

- Precision TRA/X

- Shipping and freight management software

- Universal Parcel Shipping UPS software

- UPS Intelliverse

- UPS WorldShip

- Varsity ShipSoft Supply Chain Execution Suite

- WindowBook Postal Package Partner

or products

- maintain account records
- monitor currency, coin, or checks in cash drawer
- obtain information from individuals
- operate alpha or numeric mail sorting systems
- operate business machines
- process mail through postage machine
- provide assistance to post office customers
- provide customer service in postal or mail service setting
- receive or disburse cash related to payments received
- relay information to proper officials
- resolve customer or public complaints
- sell products or services
- sort mail letters or packages
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Technology - Examples



Optical character reader OCR or scanning software

- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums
- Fixed radio frequency identification device RFID readers

Labor Market Comparison

Maine Department of Labor.

Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Difference
Median Wage	\$ 26,320	\$ 44,780	\$ 18,460
10th Percentile Wage	\$ 17,090	\$ 38,530	\$ 21,440
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 47,910	\$ 16,600
90th Percentile Wage	\$ 37,710	\$ 49,790	\$ 12,080
Mean Wage	\$ 26,780	\$ 43,990	\$ 17,210
Total Employment - 2423	2,660	580	-2,080
Employment Base - 2006	2,647	577	-2,070
Projected Employment - 2432	2,623	559	-2,064
Projected Job Growth - 2006-2432	-0.9 %	-3.1 %	-2.2 %
Projected Annual Openings - 2006-2432	63	13	-50
Special			

Special Occupations:

★ Maine High Wage - In Demand

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks and Postal Service Clerks



Data from [Indeed](http://Indeed.com)

Programs

Related Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Shipping, Receiving, and Traffic Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63	
43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13	



43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8
43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10
43-6011.00	Executive Secretaries and Administrative Assistants	87	3	3,330	\$38,830.00	\$12,510.00	6%	76

Special Occupations: ★ Maine High Wage - In Demand

Top Industries for Postal Service Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Postal service	491100	99.85%	79,383	80,254	1.10%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%



TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Receptionists and Information Clerks

ANALYSIS INPUT

Transfer	Title	O* NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Receptionists and Information Clerks	43-4171.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS

Grand TORQ:

90

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	91	Level	93	Level	87

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Clarity	50	9	68	Critical Thinking	63	8	79	Customer and Personal Service	64	11	74
Oral Expression	57	6	75								
Speech Recognition	53	5	72								
Near Vision	51	3	59								

LEVEL and IMPT (IMPORTANCE) refer to the Target Receptionists and Information Clerks. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Receptionists and Information Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Shipping, Receiving, and Traffic Clerks	Receptionists and Information Clerks	Importance
Oral Comprehension	51	50	75
Oral Expression	51	57	75
Speech Recognition	48	53	72
Speech Clarity	41	50	68
Written Comprehension	46	44	59
Information Ordering	44	34	59
Near Vision	48	51	59
Written Expression	42	39	53
Selective Attention	37	34	53



Skill Level Comparison - Abilities with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Receptionists and Information Clerks	Importance
Critical Thinking	55	63	79

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Receptionists and Information Clerks	Importance
Customer and Personal Service	53	64	74

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Receptionists and Information Clerks	Description	Shipping, Receiving, and Traffic Clerks	Receptionists and Information Clerks
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	7%	Master's Degree	0%	0%
2-4 years	15%	6%	Post-Bachelor Cert	0%	0%
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0-1 month	4%	1%	High School Diploma or GED	41%	66%
None	47%	19%	No HSD or GED	14%	2%

Shipping, Receiving, and Traffic Clerks

Receptionists and Information Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

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Tasks

Shipping, Receiving, and Traffic Clerks

Receptionists and Information Clerks



Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

- Analyze data to determine answers to questions from customers or members of the public.
- Calculate and quote rates for tours, stocks, insurance policies, or other products and services.
- Collect, sort, distribute and prepare mail, messages and courier deliveries.
- Conduct tours or deliver talks describing features of public facility such as a historic site or national park.
- Enroll individuals to participate in programs and notify them of their acceptance.
- File and maintain records.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Hear and resolve complaints from customers and public.
- Keep a current record of staff members' whereabouts and availability.
- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.



Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- Perform duties such as taking care of plants and straightening magazines to maintain lobby or reception area.
- Process and prepare memos, correspondence, travel vouchers, or other documents.
- Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.
- Receive payment and record receipts for services.
- Schedule appointments, and maintain and update appointment calendars.
- Schedule space and equipment for special programs and prepare lists of participants.
- Take orders for merchandise or materials and send them to the proper departments to be filled.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer questions from employees or public
- arrange teleconference calls
- calculate rates for organization's products or services
- collect payment
- communicate with customers or employees to disseminate information
- develop travel itinerary
- distribute correspondence or mail
- enter time sheet information
- escort group on city or establishment tours
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- maintain appointment calendar
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- make presentations
- make travel reservations
- operate business machines
- provide clerical assistance to customers or patients
- resolve customer or public complaints
- route multi-line telephone calls
- schedule meetings or appointments



- ADi SmartBOL
 - AES MailSTAR
 - CMS Consultants WorldLink
 - DM2 Bills of Lading Software
 - Dydacomp Mail Order Manager
 - eLading Bill of Lading Software
 - FedEx Ship Manager
 - Freight+ software
 - Harvey software
 - Kewill Clippership
 - Kewill Javelin Distribution Ship
 - Pitney Bowes ShipStream Manager
 - Precision TRA/X
 - Shipping and freight management software
 - Universal Parcel Shipping UPS software
 - UPS Intelliverse
 - UPS WorldShip
 - Varsity ShipSoft Supply Chain Execution Suite
 - WindowBook Postal Package Partner
- Optical character reader OCR or scanning software
- Enterprise Systems RFID Data Management
- Procurement software
- Aestiva Purchase Order

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums

- schedule or contract meeting facilities
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand second language
- use cash registers
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Technology - Examples



- Fixed radio frequency identification device RFID readers

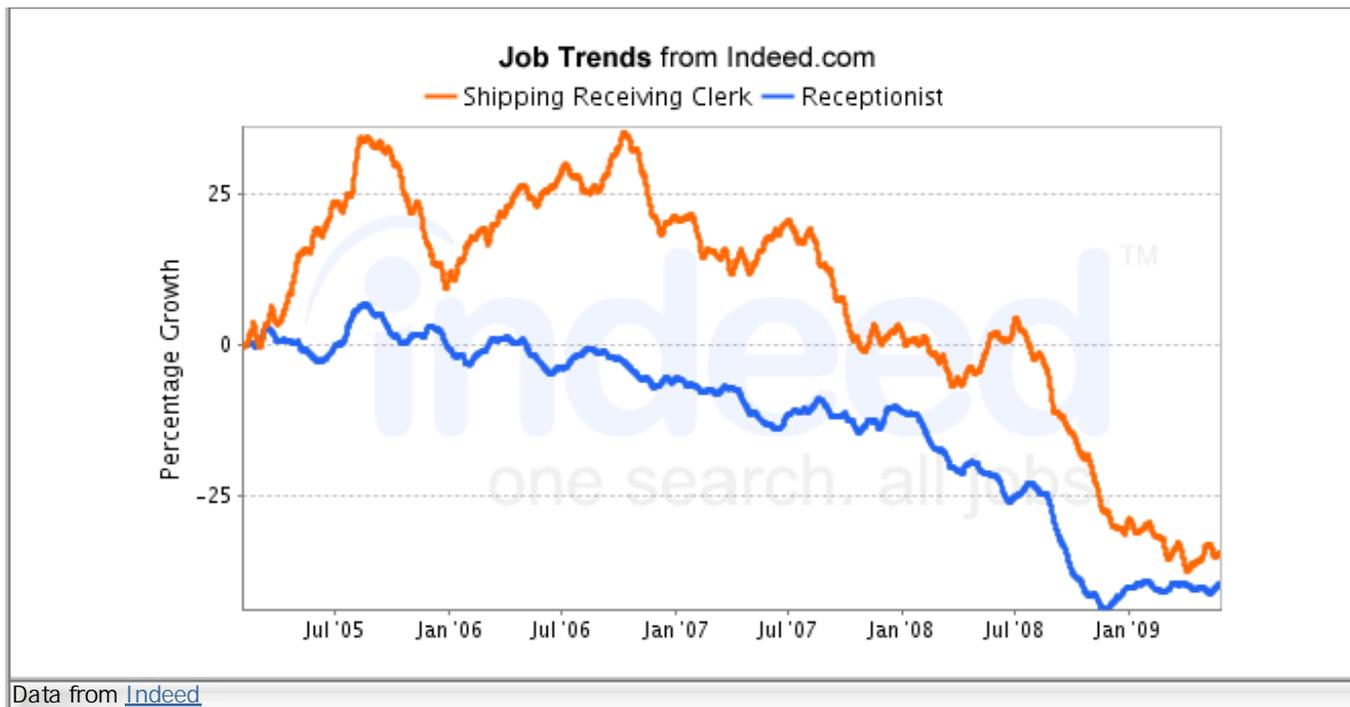
Labor Market Comparison

Maine Department of Labor.

Description	Shipping, Receiving, and Traffic Clerks	Receptionists and Information Clerks	Difference
Median Wage	\$ 26,320	\$ 23,230	\$(3,090)
10th Percentile Wage	\$ 17,090	\$ 16,530	\$(560)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 27,640	\$(3,670)
90th Percentile Wage	\$ 37,710	\$ 30,970	\$(6,740)
Mean Wage	\$ 26,780	\$ 23,480	\$(3,300)
Total Employment - 2423	2,660	2,680	20
Employment Base - 2006	2,647	2,870	223
Projected Employment - 2432	2,623	3,124	501
Projected Job Growth - 2006-2432	-0.9 %	8.9 %	9.7 %
Projected Annual Openings - 2006-2432	63	95	32
Special			
Special Occupations:	★ Maine High Wage - In Demand		

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks and Receptionists and Information Clerks



Programs

Related Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Health Unit Coordinator/Ward Clerk

Health Unit Coordinator/Ward Clerk. A program that prepares individuals, under the supervision of nurses or ward supervisors, to perform routine administrative and reception duties in a patient care unit within a hospital or other health care facility. Includes instruction in receiving and directing visitors, transcribing medical and nursing orders, preparing requisition forms, scheduling patient appointments and procedures, monitoring patients and personnel, and interpersonal skills.

No information on schools for the program

Medical Reception/Receptionist

Medical Reception/Receptionist. A program that prepares individuals, under the supervision of office managers, nurses, or physicians, to provide customer service, visitor reception, and patient intake and discharge services. Includes instruction in medical office and health care facility procedures, medical terminology, interpersonal skills, record-keeping, customer service, telephone skills, data entry, interpersonal communications skills, and applicable policies and regulations.

No information on schools for the program

Receptionist



Receptionist. A program that prepares individuals to perform frontline public relations duties for a business, organization, or answering service. Includes instruction in telephone answering techniques, responding to information requests, keeping caller and/or visitor records, placing business calls, operating telephone switchboards and/or other communications equipment, relaying incoming and interoffice calls, schedule maintenance, and public relations skills.

No information on schools for the program

Maine Statewide Promotion Opportunities for Shipping, Receiving, and Traffic Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63	
43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13	
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8	
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22	
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37	
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37	
29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34	
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5	
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28	
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172	
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17	



43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10
43-6011.00	Executive Secretaries and Administrative Assistants	87	3	3,330	\$38,830.00	\$12,510.00	6%	76

Special Occupations: ★ Maine High Wage - In Demand

Top Industries for Receptionists and Information Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	14.38%	168,583	211,471	25.44%
Offices of dentists	621200	5.23%	61,282	72,410	18.16%
Employment services	561300	5.17%	60,615	64,849	6.98%
Personal care services	812100	4.78%	56,064	61,450	9.61%
General medical and surgical hospitals, public and private	622100	3.58%	42,004	46,301	10.23%
Veterinary services	541940	2.95%	34,644	45,565	31.52%
Legal services	541100	2.93%	34,336	37,551	9.36%
Fitness and recreational sports centers	713940	2.48%	29,086	38,587	32.67%
Local government, excluding education and hospitals	939300	2.40%	28,191	31,532	11.85%
Religious organizations	813100	2.14%	25,083	29,971	19.49%
Offices of real estate agents and brokers	531200	2.13%	24,925	30,230	21.28%
Colleges, universities, and professional schools, public and private	611300	1.68%	19,699	21,943	11.39%
Elementary and secondary schools, public and private	611100	1.57%	18,379	19,284	4.93%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.32%	15,532	18,341	18.09%
Automobile dealers	441100	1.11%	12,993	14,675	12.95%

Top Industries for Shipping, Receiving, and Traffic Clerks



Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%



TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Weighers, Measurers, Checkers, and Samplers, Recordkeeping

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS					
Grand TORQ:					90
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	90	Level	87	Level	94

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Selective Attention	48	11	59	Writing	84	22	79	No Knowledge Upgrades Required!			
Mathematical Reasoning	35	9	56	Science	42	19	74				
Flexibility of Closure	42	8	50	Reading Comprehension	76	15	92				
Finger Dexterity	37	7	56	Monitoring	73	15	69				
Far Vision	41	7	50	Service Orientation	63	12	71				
Category Flexibility	44	5	56	Operation Monitoring	30	8	69				
Deductive Reasoning	42	3	50								
Near Vision	50	2	65								
Inductive Reasoning	39	2	50								
Problem Sensitivity	42	1	62								

LEVEL and IMPT (IMPORTANCE) refer to the Target Weighers, Measurers, Checkers, and Samplers, Recordkeeping. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Weighers, Measurers, Checkers, and Samplers, Recordkeeping.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Shipping, Receiving, and Traffic Clerks	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Importance
Near Vision	48	50	65



Problem Sensitivity	41	42	62
Oral Comprehension	51	50	59
Written Comprehension	46	44	59
Oral Expression	51	48	59
Written Expression	42	39	59
Information Ordering	44	42	59
Selective Attention	37	48	59
Speech Recognition	48	46	59
Category Flexibility	39	44	56
Mathematical Reasoning	26	35	56
Finger Dexterity	30	37	56
Number Facility	37	35	53
Perceptual Speed	39	37	53
Speech Clarity	41	35	53
Deductive Reasoning	39	42	50
Inductive Reasoning	37	39	50
Flexibility of Closure	34	42	50
Far Vision	34	41	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Importance
Reading Comprehension	61	76	92
Writing	62	84	79
Science	23	42	74
Service Orientation	51	63	71
Monitoring	58	73	69
Operation Monitoring	22	30	69

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Importance
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Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Description	Shipping, Receiving, and Traffic Clerks	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	
10+ years	1%	14%	Doctoral	0%	0%	
8-10 years	0%	0%	Professional Degree	0%	0%	
6-8 years	0%	0%	Post-Masters Cert	0%	0%	



4-6 years	0%	17%	Master's Degree	0%	0%
2-4 years	15%	15%	Post-Bachelor Cert	0%	0%
1-2 years	12%	14%	Bachelors	0%	0%
6-12 months	13%	17%	AA or Equiv	17%	9%
3-6 months	0%	1%	Some College	13%	23%
1-3 months	3%	2%	Post-Secondary Certificate	12%	6%
0-1 month	4%	2%	High School Diploma or GED	41%	60%
None	47%	14%	No HSD or GED	14%	0%

Shipping, Receiving, and Traffic Clerks	Weighers, Measurers, Checkers, and Samplers, Recordkeeping
Most Common Educational/Training Requirement:	
Short-term on-the-job training	Short-term on-the-job training
Job Zone Comparison	
<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>	<p>1 - Job Zone One: Little or No Preparation Needed</p> <p>No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.</p> <p>These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.</p> <p>Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.</p>

Tasks	
Shipping, Receiving, and Traffic Clerks	Weighers, Measurers, Checkers, and Samplers, Recordkeeping
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
Specific Tasks	Specific Tasks



Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve

Occupation Specific Tasks:

- Collect or prepare measurement, weight, or identification labels; and attach them to products.
- Collect product samples and prepare them for laboratory analysis or testing.
- Communicate with customers and vendors to exchange information regarding products, materials, and services.
- Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights.
- Compute product totals and charges for shipments.
- Count or estimate quantities of materials, parts, or products received or shipped.
- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.
- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or



data

- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- ADi SmartBOL

- AES MailSTAR

- CMS Consultants WorldLink

- DM2 Bills of Lading Software

- Dydacomp Mail Order Manager

- eLading Bill of Lading Software

- FedEx Ship Manager

- Freight+ software

- Harvey software

- Kewill Clippership

- Kewill Javelin Distribution Ship

- Pitney Bowes ShipStream Manager

- Precision TRA/X

- Shipping and freight management software

- Universal Parcel Shipping UPS software

hand trucks.

- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data
- confer with vendors
- convey cargo by hand truck
- direct and coordinate activities of workers or staff
- inspect products or materials for damage, defects, or shortages
- interview customers
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Technology - Examples



- UPS Intelliverse
- UPS WorldShip
- Varsity ShipSoft Supply Chain Execution Suite
- WindowBook Postal Package Partner

Optical character reader OCR or scanning software

- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
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75th Percentile Wage	\$ 31,310	\$ 33,770	\$ 2,460
90th Percentile Wage	\$ 37,710	\$ 37,710	\$ 0
Mean Wage	\$ 26,780	\$ 28,450	\$ 1,670
Total Employment - 2423	2,660	310	-2,350
Employment Base - 2006	2,647	302	-2,345
Projected Employment - 2432	2,623	292	-2,331
Projected Job Growth - 2006-2432	-0.9 %	-3.3 %	-2.4 %
Projected Annual Openings - 2006-2432	63	8	-55



Special			
Special Occupations:	★	Maine High Wage - In Demand	

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks and Weighers, Measurers, Checkers, and Samplers, Recordkeeping



Data from [Indeed](http://Indeed.com)

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Special Occupations: ★ Maine High Wage - In Demand

Top Industries for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%
Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%
Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%
Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production; primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%



Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%



TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Stock Clerks, Sales Floor

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Stock Clerks, Sales Floor	43-5081.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					90						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	91	Level	95	Level	82						
Gaps To Narrow if Possible			Upgrade These Skills		Knowledge to Add						
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Trunk Strength	42	5	62	Speaking	74	4	85	No Knowledge Upgrades Required!			
Oral Expression	53	2	68								

LEVEL and IMPT (IMPORTANCE) refer to the Target Stock Clerks, Sales Floor. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Stock Clerks, Sales Floor.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Importance
Oral Expression	51	53	68
Speech Clarity	41	37	65
Oral Comprehension	51	46	62
Trunk Strength	37	42	62
Category Flexibility	39	39	59
Information Ordering	44	39	56
Speech Recognition	48	41	56
Problem Sensitivity	41	39	50
Deductive Reasoning	39	37	50
Static Strength	39	34	50
Near Vision	48	39	50

Skill Level Comparison - Abilities with importance scores over 69



Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Importance
Speaking	70	74	85
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Importance

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	10%	Post-Masters Cert	0%	0%
4-6 years	0%	0%	Master's Degree	0%	0%
2-4 years	15%	1%	Post-Bachelor Cert	0%	0%
1-2 years	12%	10%	Bachelors	0%	0%
6-12 months	13%	11%	AA or Equiv	17%	10%
3-6 months	0%	2%	Some College	13%	10%
1-3 months	3%	0%	Post-Secondary Certificate	12%	0%
0-1 month	4%	16%	High School Diploma or GED	41%	40%
None	47%	46%	No HSD or GED	14%	37%
Shipping, Receiving, and Traffic Clerks			Stock Clerks, Sales Floor		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			1 - Job Zone One: Little or No Preparation Needed		
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.		
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.			These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.		
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.			Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.		

Tasks

Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor
Core Tasks	Core Tasks



Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail



Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software
- Endicia Internet Postage
- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System
- ADi SmartBOL

accepting orders, or sorting mail

- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

Technology - Examples



- AES MailSTAR
- CMS Consultants WorldLink
- DM2 Bills of Lading Software
- Dydacomp Mail Order Manager
- eLading Bill of Lading Software
- FedEx Ship Manager
- Freight+ software
- Harvey software
- Kewill Clippership
- Kewill Javelin Distribution Ship
- Pitney Bowes ShipStream Manager
- Precision TRA/X
- Shipping and freight management software
- Universal Parcel Shipping UPS software
- UPS Intelliverse
- UPS WorldShip
- Varsity ShipSoft Supply Chain Execution Suite
- WindowBook Postal Package Partner

Optical character reader OCR or scanning software

- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums
- Fixed radio frequency identification device RFID readers

**Labor Market Comparison**

Maine Department of Labor.

Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks, Sales Floor	Difference
Median Wage	\$ 26,320	\$ 19,860	\$(6,460)
10th Percentile Wage	\$ 17,090	\$ 15,330	\$(1,760)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 24,350	\$(6,960)
90th Percentile Wage	\$ 37,710	\$ 30,370	\$(7,340)
Mean Wage	\$ 26,780	\$ 21,410	\$(5,370)
Total Employment - 2423	2,660	7,670	5,010
Employment Base - 2006	2,647	7,601	4,954
Projected Employment - 2432	2,623	6,921	4,298
Projected Job Growth - 2006-2432	-0.9 %	-8.9 %	-8.0 %
Projected Annual Openings - 2006-2432	63	180	117
Special			
Special Occupations:	★ Maine High Wage - In Demand		

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks and Stock Clerks, Sales Floor



Programs

Related Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Retailing and Retail Operations

Retailing and Retail Operations. A program that prepares individuals to perform operations associated with retail sales in a variety of settings. Includes instruction in over-the-counter and other direct sales operations in business settings, basic bookkeeping principles, customer service, team/staff leadership and supervision, floor management, and applicable technical skills.

No information on schools for the program

Maine Statewide Promotion Opportunities for Shipping, Receiving, and Traffic Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63	



43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8
43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10
43-6011.00	Executive Secretaries and Administrative Assistants	87	3	3,330	\$38,830.00	\$12,510.00	6%	76

Special Occupations: ★ Maine High Wage - In Demand

Top Industries for Stock Clerks, Sales Floor

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%



Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%



TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Stock Clerks- Stockroom, Warehouse, or Storage Yard

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Stock Clerks- Stockroom, Warehouse, or Storage Yard	43-5081.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS

Grand TORQ:

90

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	89	Level	95	Level	85

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Extent Flexibility	53	12	53	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Multilimb Coordination	44	10	56								
Static Strength	42	3	53								
Inductive Reasoning	39	2	53								

LEVEL and IMPT (IMPORTANCE) refer to the Target Stock Clerks- Stockroom, Warehouse, or Storage Yard. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Stock Clerks- Stockroom, Warehouse, or Storage Yard.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Importance
Oral Comprehension	51	51	59
Problem Sensitivity	41	41	59
Deductive Reasoning	39	39	59
Information Ordering	44	42	56
Manual Dexterity	39	37	56
Multilimb Coordination	34	44	56
Near Vision	48	42	56
Oral Expression	51	48	53
Inductive Reasoning	37	39	53



Static Strength	39	42	53
Extent Flexibility	41	53	53
Speech Clarity	41	37	53
Skill Level Comparison - Abilities with importance scores over 69			
Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks- Stockroom, Warehouse, or Storage Yard
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	1%	Master's Degree	0%	0%
2-4 years	15%	0%	Post-Bachelor Cert	0%	0%
1-2 years	12%	3%	Bachelors	0%	1%
6-12 months	13%	19%	AA or Equiv	17%	0%
3-6 months	0%	11%	Some College	13%	0%
1-3 months	3%	0%	Post-Secondary Certificate	12%	0%
0-1 month	4%	2%	High School Diploma or GED	41%	51%
None	47%	60%	No HSD or GED	14%	46%
Shipping, Receiving, and Traffic Clerks			Stock Clerks- Stockroom, Warehouse, or Storage Yard		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			1 - Job Zone One: Little or No Preparation Needed		
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.		
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.			These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.		
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.			Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.		

Tasks



Shipping, Receiving, and Traffic Clerks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Stock Clerks- Stockroom, Warehouse, or Storage Yard

Core Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
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Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials



Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software
- Endicia Internet Postage
- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

Technology - Examples



- ADi SmartBOL
- AES MailSTAR
- CMS Consultants WorldLink
- DM2 Bills of Lading Software
- Dydacomp Mail Order Manager
- eLading Bill of Lading Software
- FedEx Ship Manager
- Freight+ software
- Harvey software
- Kewill Clippership
- Kewill Javelin Distribution Ship
- Pitney Bowes ShipStream Manager
- Precision TRA/X
- Shipping and freight management software
- Universal Parcel Shipping UPS software
- UPS Intelliverse
- UPS WorldShip
- Varsity ShipSoft Supply Chain Execution Suite
- WindowBook Postal Package Partner

Optical character reader OCR or scanning software

- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums



- Fixed radio frequency identification device RFID readers

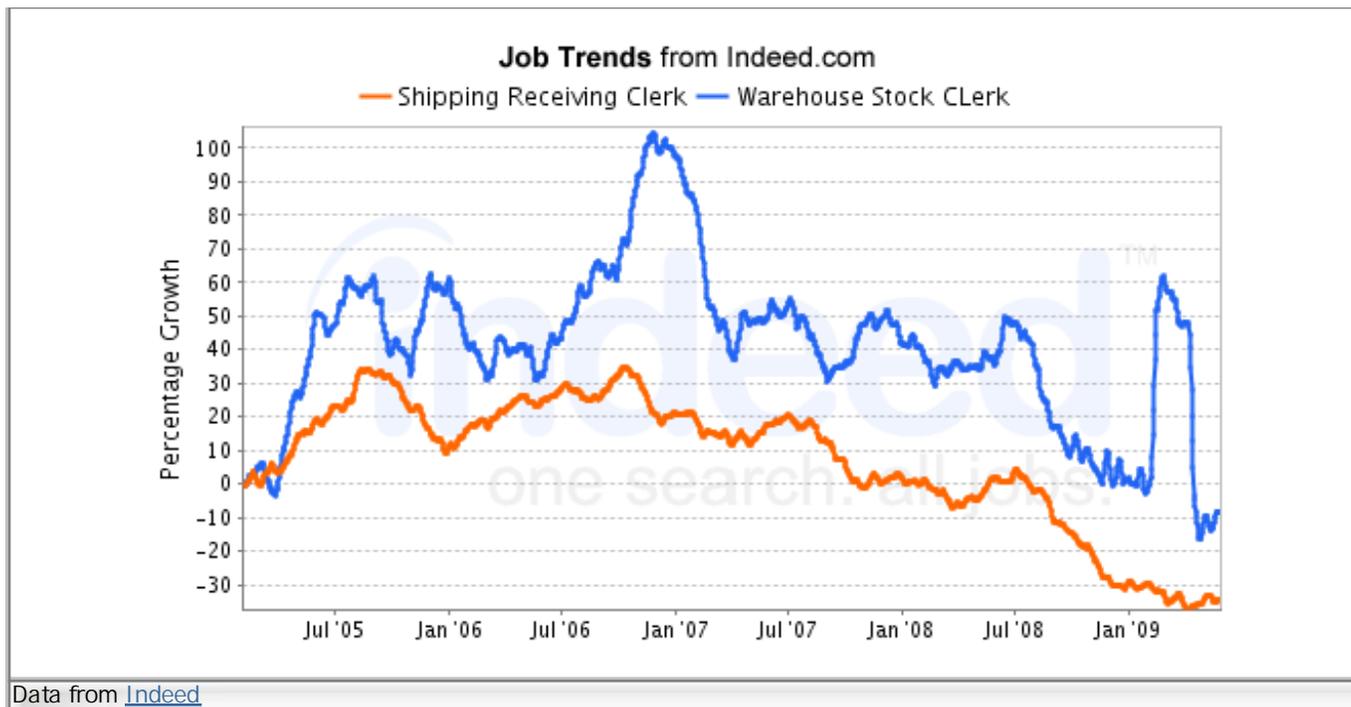
Labor Market Comparison

Maine Department of Labor.

Description	Shipping, Receiving, and Traffic Clerks	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Difference
Median Wage	\$ 26,320	\$ 19,860	\$(6,460)
10th Percentile Wage	\$ 17,090	\$ 15,330	\$(1,760)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 24,350	\$(6,960)
90th Percentile Wage	\$ 37,710	\$ 30,370	\$(7,340)
Mean Wage	\$ 26,780	\$ 21,410	\$(5,370)
Total Employment - 2423	2,660	7,670	5,010
Employment Base - 2006	2,647	7,601	4,954
Projected Employment - 2432	2,623	6,921	4,298
Projected Job Growth - 2006-2432	-0.9 %	-8.9 %	-8.0 %
Projected Annual Openings - 2006-2432	63	180	117
Special			
Special Occupations:	★ Maine High Wage - In Demand		

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks and Stock Clerks- Stockroom, Warehouse, or Storage Yard



Programs

Related Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Retailing and Retail Operations

Retailing and Retail Operations. A program that prepares individuals to perform operations associated with retail sales in a variety of settings. Includes instruction in over-the-counter and other direct sales operations in business settings, basic bookkeeping principles, customer service, team/staff leadership and supervision, floor management, and applicable technical skills.

No information on schools for the program

Maine Statewide Promotion Opportunities for Shipping, Receiving, and Traffic Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63	



43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8
43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10
43-6011.00	Executive Secretaries and Administrative Assistants	87	3	3,330	\$38,830.00	\$12,510.00	6%	76

Special Occupations: ★ Maine High Wage - In Demand



Top Industries for Stock Clerks- Stockroom, Warehouse, or Storage Yard

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%



Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%



TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Insurance Claims Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS													
Grand TORQ:													90
Ability TORQ				Skills TORQ				Knowledge TORQ					
Level				90	Level				95	Level			84
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt		
Written Comprehension	55	9	78	Critical Thinking	54	2	77	Customer and Personal Service	79	26	85		
Near Vision	57	9	65					Clerical	71	14	83		
Inductive Reasoning	46	9	50										
Oral Expression	57	6	72										
Deductive Reasoning	46	7	59										
Written Expression	48	6	65										
Speech Recognition	53	5	72										
Speech Clarity	46	5	68										
Information Ordering	48	4	62										
Oral Comprehension	53	2	68										

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Insurance Claims Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Importance
Written Comprehension	46 	55 	78 



Oral Expression	51	57	72
Speech Recognition	48	53	72
Oral Comprehension	51	53	68
Speech Clarity	41	46	68
Written Expression	42	48	65
Near Vision	48	57	65
Information Ordering	44	48	62
Deductive Reasoning	39	46	59
Selective Attention	37	32	56
Problem Sensitivity	41	41	50
Inductive Reasoning	37	46	50
Category Flexibility	39	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Importance
Critical Thinking	52	54	77

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Importance
Customer and Personal Service	53	79	85
Clerical	57	71	83

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks	Description	Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks
10+ years	1%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	0%	Master's Degree	0%	2%
2-4 years	15%	27%	Post-Bachelor Cert	0%	0%
1-2 years	12%	20%	Bachelors	0%	0%
6-12 months	13%	14%	AA or Equiv	17%	5%
3-6 months	0%	5%	Some College	13%	32%
1-3 months	3%	15%	Post-Secondary Certificate	12%	6%
0-1 month	4%	4%	High School Diploma or GED	41%	53%
None	47%	9%	No HSD or GED	14%	0%

Shipping, Receiving, and Traffic Clerks

Insurance Claims Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison



<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p>	<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p>
<p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p>	<p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p>
<p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>	<p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>

Tasks

Shipping, Receiving, and Traffic Clerks	Insurance Claims Clerks
<p>Core Tasks</p> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. 	<p>Core Tasks</p> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. • Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
<p>Specific Tasks</p> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list. • Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications. • Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials. • Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins. • Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates. • Examine contents and compare with 	<p>Specific Tasks</p> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Apply insurance rating systems. • Calculate amount of claim. • Contact insured or other involved persons to obtain missing information. • Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data. • Pay small claims. • Post or attach information to claim file. • Prepare and review insurance-claim forms and related documents for completeness. • Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors. • Review insurance policy to determine coverage. • Transmit claims for payment or further



records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.

- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Technology - Examples

Accounting software

- Billing software

Data base user interface and query software

- Alpha Software Alpha Five
- Automated information system software

- Claim processing system software

- Data entry software

- Database software

- IBM Check Processing Control System CPSC

- St. Paul Travelers e-CARMA

Internet browser software

- Web browser software

Office suite software

- Microsoft Office



- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- ADi SmartBOL

- AES MailSTAR

- CMS Consultants WorldLink

- DM2 Bills of Lading Software

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- Varsity ShipSoft Supply Chain Execution Suite

- WindowBook Postal Package Partner

Optical character reader OCR or scanning software

- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order

Tools - Examples

Spreadsheet software

- Microsoft Excel

- Spreadsheet software

Word processing software

- Microsoft Word

- Word processing software

Tools - Examples

- 10-key calculators

- Desktop computers

- Dictation machines

- Personal computers



- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums
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Labor Market Comparison

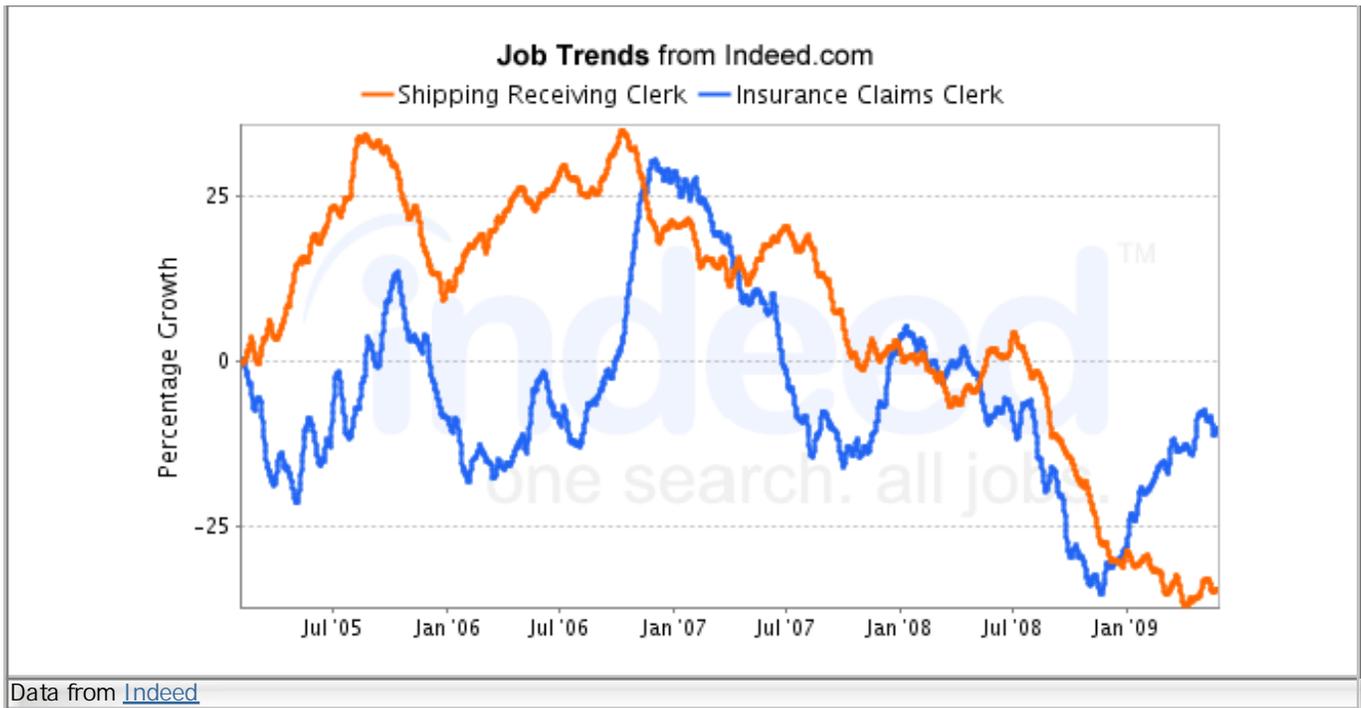
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Mean Wage	\$ 26,780	\$ 32,190	\$ 5,410
Total Employment - 2423	2,660	1,810	-850
Employment Base - 2006	2,647	1,849	-798
Projected Employment - 2432	2,623	1,699	-924
Projected Job Growth - 2006-2432	-0.9 %	-8.1 %	-7.2 %
Projected Annual Openings - 2006-2432	63	22	-41
Special			

Special Occupations:  Maine High Wage - In Demand

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks and Insurance Claims Clerks



Programs

Related Programs

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43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10
43-6011.00	Executive Secretaries and Administrative Assistants	87	3	3,330	\$38,830.00	\$12,510.00	6%	76

Special Occupations: ★ Maine High Wage - In Demand

Top Industries for Insurance Claims Clerks



Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
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Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%

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Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
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TORQ Analysis of Shipping, Receiving, and Traffic Clerks to Insurance Policy Processing Clerks

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Policy Processing Clerks	43-9041.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS

Grand TORQ:

90

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	88	Level	93	Level	87

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	62	14	68	Critical Thinking	63	11	70	Clerical	82	25	84
Deductive Reasoning	53	14	59	Speaking	77	7	80	Customer and Personal Service	74	21	86
Written Comprehension	55	9	81								
Inductive Reasoning	48	11	56								
Written Expression	50	8	68								
Problem Sensitivity	48	7	68								
Information Ordering	50	6	72								
Oral Expression	57	6	65								
Category Flexibility	42	3	50								
Speech Clarity	42	1	68								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Insurance Policy Processing Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Shipping, Receiving, and Traffic Clerks	Insurance Policy Processing Clerks	Importance
Written Comprehension	46	55	81



Information Ordering	44	50	72
Written Expression	42	50	68
Problem Sensitivity	41	48	68
Near Vision	48	62	68
Speech Clarity	41	42	68
Oral Comprehension	51	50	65
Oral Expression	51	57	65
Speech Recognition	48	48	65
Deductive Reasoning	39	53	59
Inductive Reasoning	37	48	56
Selective Attention	37	37	56
Category Flexibility	39	42	50
Finger Dexterity	30	30	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Insurance Policy Processing Clerks	Importance
Speaking	70	77	80
Critical Thinking	52	63	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Shipping, Receiving, and Traffic Clerks	Insurance Policy Processing Clerks	Importance
Customer and Personal Service	53	74	86
Clerical	57	82	84

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Insurance Policy Processing Clerks	Description	Shipping, Receiving, and Traffic Clerks	Insurance Policy Processing Clerks
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	5%	Master's Degree	0%	0%
2-4 years	15%	7%	Post-Bachelor Cert	0%	0%
1-2 years	12%	46%	Bachelors	0%	0%
6-12 months	13%	16%	AA or Equiv	17%	15%
3-6 months	0%	9%	Some College	13%	12%
1-3 months	3%	3%	Post-Secondary Certificate	12%	11%
0-1 month	4%	0%	High School Diploma or GED	41%	61%
None	47%	10%	No HSD or GED	14%	0%



Most Common Educational/Training Requirement:

Short-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

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These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

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Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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Tasks

Shipping, Receiving, and Traffic Clerks

Insurance Policy Processing Clerks

Core Tasks

Core Tasks

Generalized Work Activities:

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Specific Tasks

Occupation Specific Tasks:

Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair



- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

facilities or local contractors.

- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Technology - Examples

Accounting software

- Account management software

Data base user interface and query software

- Data entry software
- Database software

- Microsoft Access

- Policy issuance system software

Document management software

- InSystems Calligo Enterprise

Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook



- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software

- Endicia Internet Postage

- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System

- ADi SmartBOL

- AES MailSTAR

- CMS Consultants WorldLink

- DM2 Bills of Lading Software

- Dydacomp Mail Order Manager

- eLading Bill of Lading Software

- FedEx Ship Manager

- Freight+ software

- Harvey software

- Kewill Clippership

- Kewill Javelin Distribution Ship

- Pitney Bowes ShipStream Manager

- Precision TRA/X

- Shipping and freight management software

- Universal Parcel Shipping UPS software

- UPS Intelliverse

- UPS WorldShip

- Varsity ShipSoft Supply Chain Execution Suite

- WindowBook Postal Package Partner

Optical character reader OCR or scanning software

- Enterprise Systems RFID Data Management

Procurement software

- Aestiva Purchase Order

- Novell GroupWise

Financial analysis software

- Insurance rating software

Internet browser software

- Microsoft Internet Explorer

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel

- Spreadsheet software

Word processing software

- Microsoft Word

- Word processing software

Tools - Examples

- 10-key calculators

- Desktop computers

- Dictation machines

- Personal computers



Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums
- Fixed radio frequency identification device RFID readers

Labor Market Comparison

Maine Department of Labor.

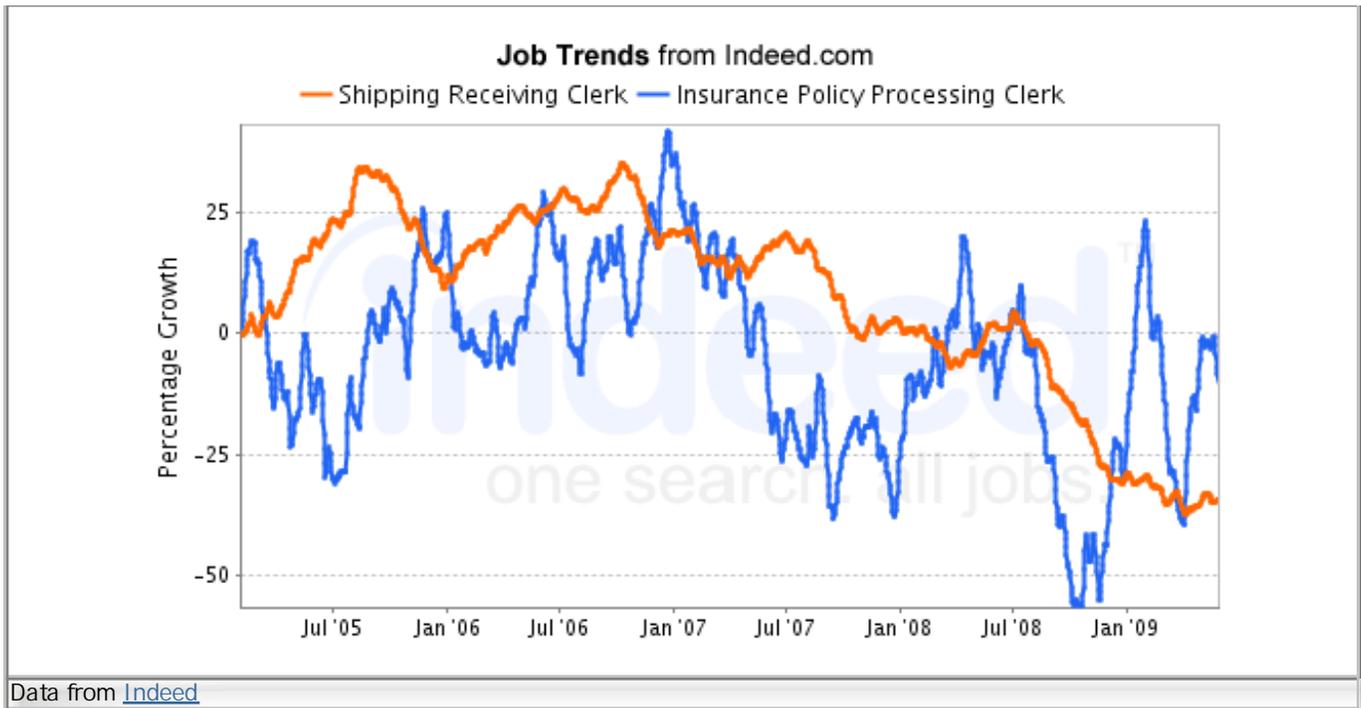
Description	Shipping, Receiving, and Traffic Clerks	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 26,320	\$ 31,380	\$ 5,060
10th Percentile Wage	\$ 17,090	\$ 24,090	\$ 7,000
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 36,980	\$ 5,670
90th Percentile Wage	\$ 37,710	\$ 42,620	\$ 4,910
Mean Wage	\$ 26,780	\$ 32,190	\$ 5,410
Total Employment - 2423	2,660	1,810	-850
Employment Base - 2006	2,647	1,849	-798
Projected Employment - 2432	2,623	1,699	-924
Projected Job Growth - 2006-2432	-0.9 %	-8.1 %	-7.2 %
Projected Annual Openings - 2006-2432	63	22	-41
Special			

Special Occupations:

★ Maine High Wage -
In Demand

National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks and Insurance Policy Processing Clerks



Programs

Related Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Shipping, Receiving, and Traffic Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63	
43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13	



43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10
43-6011.00	Executive Secretaries and Administrative Assistants	87	3	3,330	\$38,830.00	\$12,510.00	6%	76

Special Occupations: ★ Maine High Wage - In Demand

Top Industries for Insurance Policy Processing Clerks



Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%
Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%

Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%

Industry & Occupational Data Sources

TORQ Results: The TORQ Scores is based upon an proprietary algorithm applied against Knowledge, Skills and Ability levels and importance derived from O*NET 12.

ASK Analysis, Experience & Education Levels and Tasks: O*Net 12

Labor Market Comparisons Occupational Projections data from Maine Department of Labor

National Posting Trends Indeed.com

Labor Pool & Promotions Opportunities: Occupational Projections data from Maine Department of Labor

Top Industries: Occupational Employment Statistics program (U.S. Bureau of Labor Statistics)