



# TORQ Analysis of Training and Development Specialists to License Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Training and Development Specialists	13-1073.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					93						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	94	Level	95	Level	90						
Gaps To Narrow if Possible		Upgrade These Skills		Knowledge to Add							
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
No Critical Gaps Recorded!				No Skills Upgrade Required!				Clerical	68	11	73
								Production and Processing	21	5	88
LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Training and Development Specialists and License Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Training and Development Specialists	License Clerks	Importance
Oral Comprehension	66	51	75
Oral Expression	73	53	75
Written Comprehension	67	50	72
Written Expression	64	48	65
Speech Recognition	51	41	62
Speech Clarity	76	44	62
Near Vision	53	51	59
Problem Sensitivity	50	42	53
Deductive Reasoning	55	44	50
Inductive Reasoning	48	42	50
Information Ordering	55	44	50



Selective Attention	41	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Training and Development Specialists	License Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Training and Development Specialists	License Clerks	Importance
Production and Processing	16	21	88
Clerical	57	68	73

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Training and Development Specialists	License Clerks	Description	Training and Development Specialists	License Clerks
10+ years	0%	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	7%	0%	Master's Degree	0%	0%
2-4 years	9%	24%	Post-Bachelor Cert	0%	0%
1-2 years	45%	25%	Bachelors	45%	0%
6-12 months	7%	10%	AA or Equiv	24%	3%
3-6 months	22%	24%	Some College	17%	37%
1-3 months	7%	0%	Post-Secondary Certificate	0%	5%
0-1 month	0%	0%	High School Diploma or GED	5%	54%
None	0%	15%	No HSD or GED	7%	0%
Training and Development Specialists			License Clerks		
Most Common Educational/Training Requirement:					
Bachelor's degree			Short-term on-the-job training		
Job Zone Comparison					
<p><b>4 - Job Zone Four: Considerable Preparation Needed</b></p> <p>A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.</p> <p>Most of these occupations require a four - year bachelor's degree, but some do not.</p> <p>Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.</p>			<p><b>2 - Job Zone Two: Some Preparation Needed</b></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>		

## Tasks



## Training and Development Specialists

## 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.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Training and Teaching Others - Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Developing Objectives and Strategies - Establishing long-range objectives and specifying the strategies and actions to achieve them.

## Specific Tasks

## Occupation Specific Tasks:

- Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors or customer representatives.
- Attend meetings and seminars to obtain information for use in training programs, or to inform management of training program status.
- Coordinate recruitment and placement of training program participants.
- Design, plan, organize and direct orientation and training for employees or customers of industrial or commercial establishment.
- Develop alternative training methods if expected improvements are not seen.
- Devise programs to develop executive potential among employees in lower-level positions.
- Evaluate training materials prepared by instructors, such as outlines, text, and handouts.
- Keep up with developments in area of expertise by reading current journals, books and magazine articles.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Monitor, evaluate and record training activities and program effectiveness.
- Negotiate contracts with clients, including desired training outcomes, fees and expenses.
- Offer specific training programs to help workers maintain or improve job skills.

## License Clerks

## 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.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- 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.
- 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:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to courts for adherence to laws or court procedures.
- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and



- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Present information, using a variety of instructional techniques and formats such as role playing, simulations, team exercises, group discussions, videos and lectures.
- Refer trainees to employer relations representatives, to locations offering job placement assistance, or to appropriate social services agencies if warranted.
- Schedule classes based on availability of classrooms, equipment, and instructors.
- Screen, hire, and assign workers to positions based on qualifications.
- Select and assign instructors to conduct training.
- Supervise instructors, evaluate instructor performance, and refer instructors to classes for skill development.

Detailed Tasks

Detailed Work Activities:

- assess staff or applicant skill levels
- assign work to staff or employees
- conduct training for personnel
- confer with managers, instructors, or customer representatives
- convert information into instructional program
- design classroom presentations
- develop course or training objectives
- develop instructional materials
- develop training programs
- direct and coordinate activities of workers or staff
- edit written material
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- evaluate training materials
- hire, discharge, transfer, or promote workers
- identify training needs
- interview job applicants
- maintain records, reports, or files
- make presentations
- monitor operational budget
- monitor training costs
- negotiate business contracts
- organize educational material or ideas
- organize training procedure manuals
- orient new employees
- participate in staff training programs
- prepare periodic reports comparing

summonses.

- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages
- transcribe spoken or written information
- use computer to transcribe testimony
- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures

Technology - Examples



- budgeted costs to actual costs
- provide customer service
- refer clients to community services or resources
- schedule activities, classes, or events
- schedule or contract meeting facilities
- schedule training
- train instructors in training techniques
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of multi-media technology
- use oral or written communication techniques
- use public speaking techniques
- use teaching techniques
- write employee orientation or training materials

#### Technology - Examples

##### Access software

- Citrix software

##### Charting software

- Microsoft Office Visio

##### Computer based training software

- Adobe Systems Adobe Authorware
- Adobe Systems Adobe Captivate
- Adobe Systems Adobe Presenter
- Alchemy Systems SISTEM
- Articulate Rapid E-Learning Studio
- Beeline Learning Management System LMS
- Blatant Media Absorb LMS
- Brainshark Rapid Learning
- Cobent Learning and Compliance Suite LCS
- Computer Generated Solutions Learning Management System
- dominKnow Learning Center
- Eedo Knowledgeware Eedo Force Ten
- ElearningForce JoomlaLMS
- EZ LCMS
- FlexTraining Total e-Learning Solution
- G-Cube Solutions Wizdom Web LMS
- GeoMetrix Data Systems Training Partner



- Halogen eLMS
- ICS Learning Group Inquisiq EX
- Ikonami AT-Learning Tool
- Inspired eLearning iLMS
- Intelladon Enterprise Knowledge Platform EKP
- Intelligent Information Conversion Technologies MeritScholar
- Intellum Rollbook
- Learn HQ Activate LMS
- Medworxx Learning Management System
- Mzinga On-Demand Learning Suite
- NetDimensions Enterprise Knowledge Platform EKP
- OnPoint Digital OnPoint Learning & Performance Suite
- Operitel LearnFlex
- Pathlore LMS
- Plateau Learning Management System LMS
- PRO-ductivity Systems Compliance Training Manager Web
- Qarbon ViewetBuilder Professional
- Right Reason Technologies RightTrack
- RISC Virtual Training Assistant
- SkillSoft SkillPort
- SumTotal Systems ToolBook
- SumTotal Systems TotalLMS
- techniques.org knowledgeWorks LMS
- Telania eLeaP Learning Management System LMS/LCMS
- The Human Equation InSite LMS
- TrainCaster LMS
- TrainOnTrack Learning Management System LMS
- Upside Learning UpsideLMS
- Xerceo Learn
- Xyleme Learning Content Management System LCMS



- Ziiva Prosperity LMS

Data base management system software

- MySQL software

Data base user interface and query software

- Microsoft Access

Desk top publishing software

- Microsoft Publisher

Document management software

- Interwoven software

Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook

Enterprise resource planning ERP software

- Oracle PeopleSoft

Graphics or photo imaging software

- Adobe Systems Adobe Illustrator

- Adobe Systems Adobe Photoshop software

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Video conferencing software

- Cisco WebEx

- Microsoft NetMeeting

Web page creation and editing software

- Adobe Systems Adobe Dreamweaver

- Adobe Systems Adobe Flash Player

Web platform development software

- Hypertext markup language HTML

- PHP: Hypertext Preprocessor

Word processing software

- Microsoft Word



Tools - Examples

- Desktop computers
- Liquid crystal display LCD projectors
- Laptop computers
- Overhead display projectors
- Personal computers

**Labor Market Comparison**

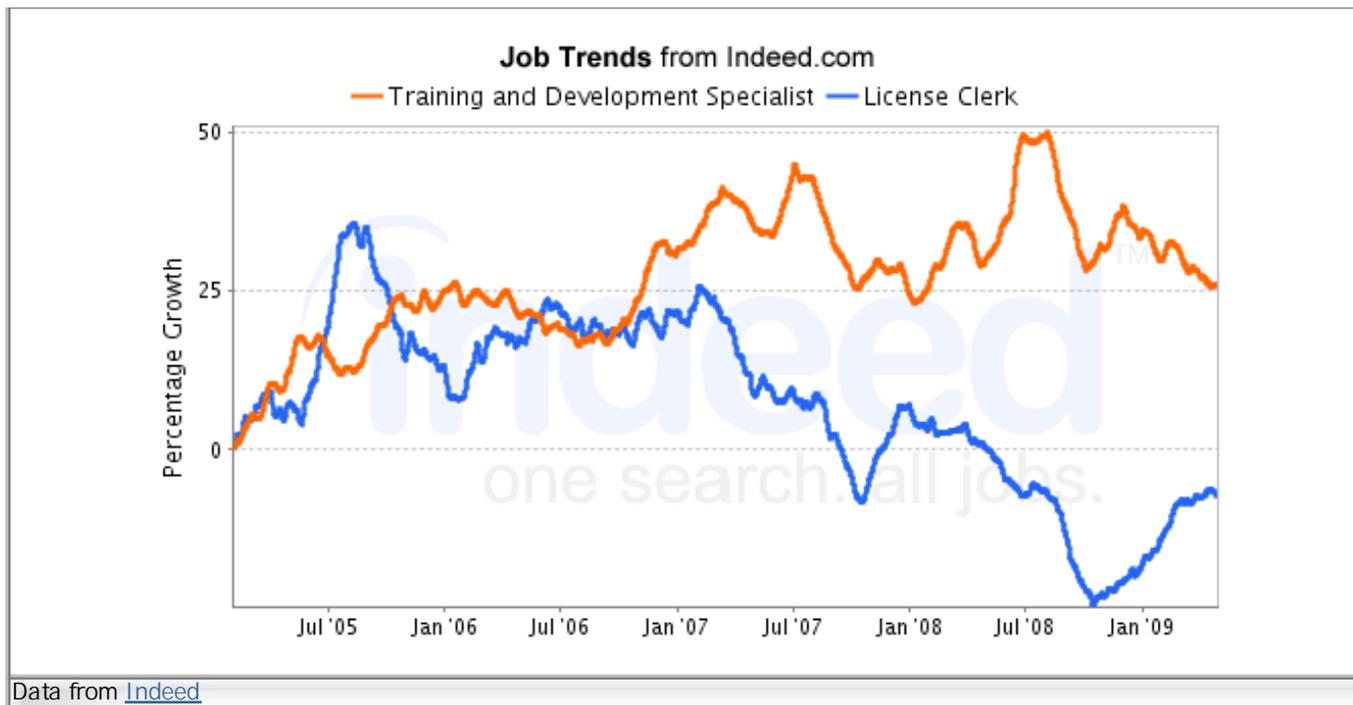
Maine Department of Labor.

Description	Training and Development Specialists	License Clerks	Difference
Median Wage	\$ 41,220	\$ 27,650	\$( 13,570)
10th Percentile Wage	\$ 27,960	\$ 19,340	\$( 8,620)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 54,390	\$ 32,310	\$( 22,080)
90th Percentile Wage	\$ 67,190	\$ 37,730	\$( 29,460)
Mean Wage	\$ 44,870	\$ 27,780	\$( 17,090)
Total Employment - 2049	880	1,190	310
Employment Base - 2006	913	1,198	285
Projected Employment - 2058	1,009	1,302	293
Projected Job Growth - 2006-2058	10.5 %	8.7 %	-1.8 %
Projected Annual Openings - 2006-2058	30	37	7
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Training and Development Specialists and License Clerks



## Programs

### Related Programs

#### Executive Assistant/Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

#### 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	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

## Maine Statewide Promotion Opportunities for Training and Development Specialists



O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-1073.00	Training and Development Specialists	100	4	880	\$41,220.00	\$0.00	11%	30	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	92	4	770	\$43,900.00	\$2,680.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$8,140.00	3%	44	★
23-1022.00	Arbitrators, Mediators, and Conciliators	91	5	40	\$46,160.00	\$4,940.00	2%	1	
21-1012.00	Educational, Vocational, and School Counselors	91	5	1,110	\$44,280.00	\$3,060.00	-1%	22	
11-9151.00	Social and Community Service Managers	90	4	970	\$47,760.00	\$6,540.00	12%	33	
13-2053.00	Insurance Underwriters	90	3	460	\$56,090.00	\$14,870.00	-1%	12	
25-3011.00	Adult Literacy, Remedial Education, and GED Teachers and Instructors	90	4	180	\$42,610.00	\$1,390.00	28%	8	
11-9131.00	Postmasters and Mail Superintendents	89	3	420	\$55,200.00	\$13,980.00	-5%	10	
11-3042.00	Training and Development Managers	89	4	140	\$66,670.00	\$25,450.00	7%	4	
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	89	5	120	\$48,060.00	\$6,840.00	0%	0	
25-1081.00	Education Teachers, Postsecondary	89	5	280	\$48,070.00	\$6,850.00	10%	8	★
25-1011.00	Business Teachers, Postsecondary	89	5	230	\$56,500.00	\$15,280.00	13%	7	★
25-1193.00	Recreation and Fitness Studies Teachers, Postsecondary	89	5	60	\$53,100.00	\$11,880.00	8%	2	



27-3031.00	Public Relations Specialists	89	4	950	\$48,070.00	\$6,850.00	7%	15
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Special Occupations:

**Top Industries for License Clerks**

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	66.94%	76,699	86,162	12.34%
State government, excluding education and hospitals	929200	27.45%	31,454	30,865	-1.87%
Self-employed workers, primary job	000601	2.57%	2,948	3,140	6.54%
Other support services	561900	1.93%	2,214	3,032	36.99%
Self-employed workers, secondary job	000602	0.10%	116	116	-0.45%

**Top Industries for Training and Development Specialists**

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	6.73%	14,159	16,807	18.70%
State government, excluding education and hospitals	929200	4.83%	10,167	10,273	1.04%
Local government, excluding education and hospitals	939300	4.06%	8,550	9,890	15.67%
Computer systems design and related services	541500	3.46%	7,274	10,113	39.03%
General medical and surgical hospitals, public and private	622100	2.99%	6,299	7,181	14.00%
Depository credit intermediation	522100	2.93%	6,166	6,473	4.98%
Management, scientific, and technical consulting services	541600	2.91%	6,131	11,271	83.82%
Vocational rehabilitation services	624300	2.71%	5,711	7,163	25.43%
Employment services	561300	2.47%	5,204	6,782	30.32%
Colleges, universities, and professional schools, public and private	611300	2.43%	5,102	5,877	15.20%
Self-employed workers, primary job	000601	1.94%	4,087	4,483	9.70%
Elementary and secondary schools, public and private	611100	1.91%	4,019	4,361	8.51%
Business schools and computer and management training, public and private	611400	1.44%	3,020	3,147	4.21%
Direct insurance (except life, health, and medical) carriers	524120	1.44%	3,033	3,265	7.63%
Nursing care facilities	623100	1.39%	2,934	3,283	11.91%



# TORQ Analysis of Training and Development Specialists to Human Resources Assistants, Except Payroll and Timekeeping

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Training and Development Specialists	13-1073.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Human Resources Assistants, Except Payroll and Timekeeping	43-4161.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								93			
Ability TORQ			Skills TORQ			Knowledge TORQ					
Level			93	Level			94	Level			91
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Flexibility of Closure	48	11	56	No Skills Upgrade Required!				Clerical	87	30	90
Near Vision	59	6	72								
Category Flexibility	53	5	56								
Perceptual Speed	35	1	53								
Finger Dexterity	35	1	50								
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Human Resources Assistants, Except Payroll and Timekeeping. GAP refers to level difference between Training and Development Specialists and Human Resources Assistants, Except Payroll and Timekeeping.</p>											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping	Importance
Oral Comprehension	66	55	78
Written Comprehension	67	59	78
Oral Expression	73	59	75
Written Expression	64	50	72
Near Vision	53	59	72



Speech Clarity	76	46	72
Problem Sensitivity	50	44	68
Speech Recognition	51	51	68
Information Ordering	55	50	65
Selective Attention	41	37	62
Deductive Reasoning	55	51	59
Inductive Reasoning	48	48	59
Category Flexibility	48	53	56
Flexibility of Closure	37	48	56
Perceptual Speed	34	35	53
Finger Dexterity	34	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping	Importance
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping	Importance
Clerical	57	87	90

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping	Description	Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	2%	Post-Masters Cert	0%	0%
4-6 years	7%	15%	Master's Degree	0%	8%
2-4 years	9%	25%	Post-Bachelor Cert	0%	0%
1-2 years	45%	33%	Bachelors	45%	22%
6-12 months	7%	10%	AA or Equiv	24%	11%
3-6 months	22%	0%	Some College	17%	23%
1-3 months	7%	11%	Post-Secondary Certificate	0%	1%
0-1 month	0%	0%	High School Diploma or GED	5%	32%
None	0%	0%	No HSD or GED	7%	0%

Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping
Most Common Educational/Training Requirement:	
Bachelor's degree	Short-term on-the-job training
Job Zone Comparison	
4 - Job Zone Four: Considerable Preparation Needed	3 - Job Zone Three: Medium Preparation Needed



<p>A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.</p>	<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p>
<p>Most of these occupations require a four - year bachelor's degree, but some do not.</p>	<p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p>
<p>Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.</p>	<p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>

## Tasks

Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping
<b>Core Tasks</b>	<b>Core Tasks</b>
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Training and Teaching Others - Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.</li> <li>• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> <li>• Developing Objectives and Strategies - Establishing long-range objectives and specifying the strategies and actions to achieve them.</li> </ul>	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.</li> <li>• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> </ul>
<b>Specific Tasks</b>	<b>Specific Tasks</b>
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors or customer representatives.</li> <li>• Attend meetings and seminars to obtain information for use in training programs, or to inform management of training program status.</li> <li>• Coordinate recruitment and placement of training program participants.</li> <li>• Design, plan, organize and direct orientation and training for employees or customers of industrial or commercial establishment.</li> <li>• Develop alternative training methods if expected improvements are not seen.</li> <li>• Devise programs to develop executive potential among employees in lower-level positions.</li> <li>• Evaluate training materials prepared by instructors, such as outlines, text, and handouts.</li> </ul>	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Administer and score applicant and employee aptitude, personality, and interest assessment instruments.</li> <li>• Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.</li> <li>• Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.</li> <li>• Arrange for in-house and external training activities.</li> <li>• Compile and prepare reports and documents pertaining to personnel activities.</li> <li>• Examine employee files to answer inquiries and provide information for personnel actions.</li> <li>• Explain company personnel policies, benefits, and procedures to employees or job applicants.</li> </ul>



- Keep up with developments in area of expertise by reading current journals, books and magazine articles.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Monitor, evaluate and record training activities and program effectiveness.
- Negotiate contracts with clients, including desired training outcomes, fees and expenses.
- Offer specific training programs to help workers maintain or improve job skills.
- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Present information, using a variety of instructional techniques and formats such as role playing, simulations, team exercises, group discussions, videos and lectures.
- Refer trainees to employer relations representatives, to locations offering job placement assistance, or to appropriate social services agencies if warranted.
- Schedule classes based on availability of classrooms, equipment, and instructors.
- Screen, hire, and assign workers to positions based on qualifications.
- Select and assign instructors to conduct training.
- Supervise instructors, evaluate instructor performance, and refer instructors to classes for skill development.

Detailed Tasks

Detailed Work Activities:

- assess staff or applicant skill levels
- assign work to staff or employees
- conduct training for personnel
- confer with managers, instructors, or customer representatives
- convert information into instructional program
- design classroom presentations
- develop course or training objectives
- develop instructional materials
- develop training programs
- direct and coordinate activities of workers or staff
- edit written material
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- evaluate training materials
- hire, discharge, transfer, or promote workers
- identify training needs

- Gather personnel records from other departments or employees.
- Inform job applicants of their acceptance or rejection of employment.
- Interview job applicants to obtain and verify information used to screen and evaluate them.
- Prepare badges, passes, and identification cards, and perform other security-related duties.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Provide assistance in administering employee benefit programs and worker's compensation plans.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Search employee files to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
- Select applicants meeting specified job requirements and refer them to hiring personnel.

Detailed Tasks

Detailed Work Activities:

- administer tests to determine qualifications
- answer questions from employees or public
- arrange teleconference calls
- communicate with customers or employees to disseminate information
- compile numerical or statistical data
- distribute correspondence or mail
- enter time sheet information
- evaluate qualifications or eligibility of applicant for employment
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- fill out insurance forms
- issue identification documents to employees, members, or visitors
- maintain file of job openings
- maintain inventory of office forms



- interview job applicants
- maintain records, reports, or files
- make presentations
- monitor operational budget
- monitor training costs
- negotiate business contracts
- organize educational material or ideas
- organize training procedure manuals
- orient new employees
- participate in staff training programs
- prepare periodic reports comparing budgeted costs to actual costs
- provide customer service
- refer clients to community services or resources
- schedule activities, classes, or events
- schedule or contract meeting facilities
- schedule training
- train instructors in training techniques
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of multi-media technology
- use oral or written communication techniques
- use public speaking techniques
- use teaching techniques
- write employee orientation or training materials

- maintain job descriptions
- maintain legal forms
- maintain records, reports, or files
- obtain information from individuals
- prepare reports
- provide customer service
- publicize job openings
- request reports or records
- schedule activities, classes, or events
- select applicants meeting qualifications
- take messages
- use computers to enter, access or retrieve data
- use information from previous employers to determine applicant acceptability
- use interviewing procedures
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Technology - Examples

- Access software
- Citrix software
- Charting software
- Microsoft Office Visio
- Computer based training software
- Adobe Systems Adobe Authorware
  - Adobe Systems Adobe Captivate
  - Adobe Systems Adobe Presenter
  - Alchemy Systems SISTEM
  - Articulate Rapid E-Learning Studio
  - Beeline Learning Management System LMS
  - Blatant Media Absorb LMS
  - Brainshark Rapid Learning
  - Cobent Learning and Compliance Suite LCS
  - Computer Generated Solutions Learning Management System

Technology - Examples



- dominKnow Learning Center
- Eedo Knowledgeware Eedo Force Ten
- ElearningForce JoomlaLMS
- EZ LCMS
- FlexTraining Total e-Learning Solution
- G-Cube Solutions Wizdom Web LMS
- GeoMetrix Data Systems Training Partner
- Halogen eLMS
- ICS Learning Group Inquisiq EX
- Ikonami AT-Learning Tool
- Inspired eLearning iLMS
- Intelladon Enterprise Knowledge Platform EKP
- Intelligent Information Conversion Technologies MeritScholar
- Intellum Rollbook
- Learn HQ Activate LMS
- Medworxx Learning Management System
- Mzinga On-Demand Learning Suite
- NetDimensions Enterprise Knowledge Platform EKP
- OnPoint Digital OnPoint Learning & Performance Suite
- Operitel LearnFlex
- Pathlore LMS
- Plateau Learning Management System LMS
- PRO-ductivity Systems Compliance Training Manager Web
- Qarbon ViewletBuilder Professional
- Right Reason Technologies RightTrack
- RISC Virtual Training Assistant
- SkillSoft SkillPort
- SumTotal Systems ToolBook
- SumTotal Systems TotalLMS
- techniques.org knowledgeWorks LMS



- Telania eLeaP Learning Management System LMS/LCMS
- The Human Equation InSite LMS
- TrainCaster LMS
- TrainOnTrack Learning Management System LMS
- Upside Learning UpsideLMS
- Xerceo Learn
- Xyleme Learning Content Management System LCMS
- Ziiva Prosperity LMS

Data base management system software

- MySQL software

Data base user interface and query software

- Microsoft Access

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- Microsoft Publisher

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- Microsoft Outlook

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- Adobe Systems Adobe Photoshop software

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Video conferencing software

- Cisco WebEx



<ul style="list-style-type: none"> <li>• Microsoft NetMeeting</li> </ul>
Web page creation and editing software
<ul style="list-style-type: none"> <li>• Adobe Systems Adobe Dreamweaver</li> </ul>
<ul style="list-style-type: none"> <li>• Adobe Systems Adobe Flash Player</li> </ul>
Web platform development software
<ul style="list-style-type: none"> <li>• Hypertext markup language HTML</li> </ul>
<ul style="list-style-type: none"> <li>• PHP: Hypertext Preprocessor</li> </ul>
Word processing software
<ul style="list-style-type: none"> <li>• Microsoft Word</li> </ul>
<b>Tools - Examples</b>
<ul style="list-style-type: none"> <li>• Desktop computers</li> </ul>
<ul style="list-style-type: none"> <li>• Liquid crystal display LCD projectors</li> </ul>
<ul style="list-style-type: none"> <li>• Laptop computers</li> </ul>
<ul style="list-style-type: none"> <li>• Overhead display projectors</li> </ul>
<ul style="list-style-type: none"> <li>• Personal computers</li> </ul>

Labor Market Comparison			
Maine Department of Labor.			
Description	Training and Development Specialists	Human Resources Assistants, Except Payroll and Timekeeping	Difference
Median Wage	\$ 41,220	\$ 30,330	\$( 10,890)
10th Percentile Wage	\$ 27,960	\$ 22,350	\$( 5,610)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 54,390	\$ 35,550	\$( 18,840)
90th Percentile Wage	\$ 67,190	\$ 39,540	\$( 27,650)
Mean Wage	\$ 44,870	\$ 30,620	\$( 14,250)
Total Employment - 2049	880	510	-370
Employment Base - 2006	913	538	-375
Projected Employment - 2058	1,009	601	-408
Projected Job Growth - 2006-2058	10.5 %	11.7 %	1.2 %
Projected Annual Openings - 2006-2058	30	10	-20
Special			



Special Occupations:

**National Job Posting Trends**

Trend for Training and Development Specialists and Human Resources Assistants, Except Payroll and Timekeeping



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	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

**Maine Statewide Promotion Opportunities for Training and Development Specialists**

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-1073.00	Training and Development Specialists	100	4	880	\$41,220.00	\$0.00	11%	30	



13-1072.00	Compensation, Benefits, and Job Analysis Specialists	92	4	770	\$43,900.00	\$2,680.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$8,140.00	3%	44	★
23-1022.00	Arbitrators, Mediators, and Conciliators	91	5	40	\$46,160.00	\$4,940.00	2%	1	
21-1012.00	Educational, Vocational, and School Counselors	91	5	1,110	\$44,280.00	\$3,060.00	-1%	22	
11-9151.00	Social and Community Service Managers	90	4	970	\$47,760.00	\$6,540.00	12%	33	
13-2053.00	Insurance Underwriters	90	3	460	\$56,090.00	\$14,870.00	-1%	12	
25-3011.00	Adult Literacy, Remedial Education, and GED Teachers and Instructors	90	4	180	\$42,610.00	\$1,390.00	28%	8	
11-9131.00	Postmasters and Mail Superintendents	89	3	420	\$55,200.00	\$13,980.00	-5%	10	
11-3042.00	Training and Development Managers	89	4	140	\$66,670.00	\$25,450.00	7%	4	
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	89	5	120	\$48,060.00	\$6,840.00	0%	0	
25-1081.00	Education Teachers, Postsecondary	89	5	280	\$48,070.00	\$6,850.00	10%	8	★
25-1011.00	Business Teachers, Postsecondary	89	5	230	\$56,500.00	\$15,280.00	13%	7	★
25-1193.00	Recreation and Fitness Studies Teachers, Postsecondary	89	5	60	\$53,100.00	\$11,880.00	8%	2	
27-3031.00	Public Relations Specialists	89	4	950	\$48,070.00	\$6,850.00	7%	15	

Special Occupations:



### Top Industries for Human Resources Assistants, Except Payroll and Timekeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.17%	13,743	12,992	-5.47%
Management of companies and enterprises	551100	6.83%	11,489	13,244	15.28%
Colleges, universities, and professional schools, public and private	611300	5.79%	9,738	10,894	11.87%
Local government, excluding education and hospitals	939300	5.31%	8,935	10,037	12.34%
General medical and surgical hospitals, public and private	622100	4.54%	7,629	8,446	10.71%
Employment services	561300	4.46%	7,507	9,501	26.56%
Elementary and secondary schools, public and private	611100	3.95%	6,644	7,001	5.38%
State government, excluding education and hospitals	929200	3.88%	6,532	6,410	-1.87%
Depository credit intermediation	522100	2.27%	3,826	3,900	1.95%
Management, scientific, and technical consulting services	541600	1.74%	2,932	5,234	78.52%
Department stores	452100	1.71%	2,872	2,826	-1.59%
Nursing care facilities	623100	1.56%	2,623	2,850	8.68%
Junior colleges, public and private	611200	1.05%	1,762	1,947	10.49%
Legal services	541100	0.95%	1,600	1,757	9.84%
Grocery stores	445100	0.93%	1,557	1,699	9.11%

### Top Industries for Training and Development Specialists

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	6.73%	14,159	16,807	18.70%
State government, excluding education and hospitals	929200	4.83%	10,167	10,273	1.04%
Local government, excluding education and hospitals	939300	4.06%	8,550	9,890	15.67%
Computer systems design and related services	541500	3.46%	7,274	10,113	39.03%
General medical and surgical hospitals, public and private	622100	2.99%	6,299	7,181	14.00%
Depository credit intermediation	522100	2.93%	6,166	6,473	4.98%
Management, scientific, and technical consulting services	541600	2.91%	6,131	11,271	83.82%
Vocational rehabilitation services	624300	2.71%	5,711	7,163	25.43%



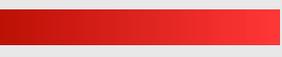
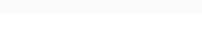
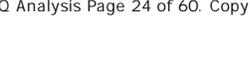
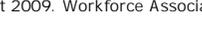
Employment services	561300	2.47%	5,204	6,782	30.32%
Colleges, universities, and professional schools, public and private	611300	2.43%	5,102	5,877	15.20%
Self-employed workers, primary job	000601	1.94%	4,087	4,483	9.70%
Elementary and secondary schools, public and private	611100	1.91%	4,019	4,361	8.51%
Business schools and computer and management training, public and private	611400	1.44%	3,020	3,147	4.21%
Direct insurance (except life, health, and medical) carriers	524120	1.44%	3,033	3,265	7.63%
Nursing care facilities	623100	1.39%	2,934	3,283	11.91%



# TORQ Analysis of Training and Development Specialists to Interviewers, Except Eligibility and Loan

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Training and Development Specialists	13-1073.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Interviewers, Except Eligibility and Loan	43-4111.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS									
Grand TORQ:					92				
Ability TORQ		Skills TORQ		Knowledge TORQ					
Level	 92	Level	 94	Level	 91				
Gaps To Narrow if Possible			Upgrade These Skills		Knowledge to Add				
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt		
Speech Recognition	64	13	78	No Skills Upgrade Required!		Production and Processing	33	17	95
LEVEL and IMPT (IMPORTANCE) refer to the Target Interviewers, Except Eligibility and Loan. GAP refers to level difference between Training and Development Specialists and Interviewers, Except Eligibility and Loan.									

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Training and Development Specialists	Interviewers, Except Eligibility and Loan	Importance
Speech Clarity	 76	 48	 97
Oral Comprehension	 66	 60	 93
Oral Expression	 73	 60	 93
Speech Recognition	51  51	 64	 78
Problem Sensitivity	50  50	 42	 65
Inductive Reasoning	48  48	 41	 62
Information Ordering	55  55	 44	 62
Near Vision	53  53	 48	 62
Written Comprehension	 67	 50	 59



Written Expression	64	53	59
Deductive Reasoning	55	46	59
Selective Attention	41	41	59
Skill Level Comparison - Abilities with importance scores over 69			
Description	Training and Development Specialists	Interviewers, Except Eligibility and Loan	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Training and Development Specialists	Interviewers, Except Eligibility and Loan	Importance
Production and Processing	16	33	95

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Training and Development Specialists	Interviewers, Except Eligibility and Loan	Description	Training and Development Specialists	Interviewers, Except Eligibility and Loan
10+ years	0%	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	7%	9%	Master's Degree	0%	0%
2-4 years	9%	9%	Post-Bachelor Cert	0%	0%
1-2 years	45%	14%	Bachelors	45%	25%
6-12 months	7%	56%	AA or Equiv	24%	6%
3-6 months	22%	0%	Some College	17%	26%
1-3 months	7%	1%	Post-Secondary Certificate	0%	18%
0-1 month	0%	0%	High School Diploma or GED	5%	21%
None	0%	7%	No HSD or GED	7%	0%
Training and Development Specialists			Interviewers, Except Eligibility and Loan		
Most Common Educational/Training Requirement:					
Bachelor's degree			Short-term on-the-job training		
Job Zone Comparison					
<b>4 - Job Zone Four: Considerable Preparation Needed</b> A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.  Most of these occupations require a four - year bachelor's degree, but some do not.  Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.			<b>3 - Job Zone Three: Medium Preparation Needed</b> Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.  Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.  Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.		

## Tasks



## Training and Development Specialists

## 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.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Training and Teaching Others - Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Developing Objectives and Strategies - Establishing long-range objectives and specifying the strategies and actions to achieve them.

## Specific Tasks

## Occupation Specific Tasks:

- Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors or customer representatives.
- Attend meetings and seminars to obtain information for use in training programs, or to inform management of training program status.
- Coordinate recruitment and placement of training program participants.
- Design, plan, organize and direct orientation and training for employees or customers of industrial or commercial establishment.
- Develop alternative training methods if expected improvements are not seen.
- Devise programs to develop executive potential among employees in lower-level positions.
- Evaluate training materials prepared by instructors, such as outlines, text, and handouts.
- Keep up with developments in area of expertise by reading current journals, books and magazine articles.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Monitor, evaluate and record training activities and program effectiveness.
- Negotiate contracts with clients, including desired training outcomes, fees and expenses.
- Offer specific training programs to help workers maintain or improve job skills.

## Interviewers, Except Eligibility and Loan

## 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.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- 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.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

## Specific Tasks

## Occupation Specific Tasks:

- Ask questions in accordance with instructions to obtain various specified information such as person's name, address, age, religious preference, and state of residency.
- Assist individuals in filling out applications or questionnaires.
- Collect and analyze data, such as studying old records, tallying the number of outpatients entering each day or week, or participating in federal, state, or local population surveys as a Census Enumerator.
- Compile, record and code results and data from interview or survey, using computer or specified form.
- Contact individuals to be interviewed at home, place of business, or field location, by telephone, mail, or in person.
- Ensure payment for services by verifying benefits with the person's insurance provider or working out financing options.
- Explain survey objectives and procedures to interviewees, and interpret survey questions to help interviewees' comprehension.
- Identify and report problems in obtaining valid data.
- Identify and resolve inconsistencies in interviewees' responses by means of appropriate questioning or explanation.
- Locate and list addresses and households.
- Meet with supervisor daily to submit completed assignments and discuss



- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Present information, using a variety of instructional techniques and formats such as role playing, simulations, team exercises, group discussions, videos and lectures.
- Refer trainees to employer relations representatives, to locations offering job placement assistance, or to appropriate social services agencies if warranted.
- Schedule classes based on availability of classrooms, equipment, and instructors.
- Screen, hire, and assign workers to positions based on qualifications.
- Select and assign instructors to conduct training.
- Supervise instructors, evaluate instructor performance, and refer instructors to classes for skill development.

Detailed Tasks

Detailed Work Activities:

- assess staff or applicant skill levels
- assign work to staff or employees
- conduct training for personnel
- confer with managers, instructors, or customer representatives
- convert information into instructional program
- design classroom presentations
- develop course or training objectives
- develop instructional materials
- develop training programs
- direct and coordinate activities of workers or staff
- edit written material
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- evaluate training materials
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- interview job applicants
- maintain records, reports, or files
- make presentations
- monitor operational budget
- monitor training costs
- negotiate business contracts
- organize educational material or ideas
- organize training procedure manuals
- orient new employees
- participate in staff training programs
- prepare periodic reports comparing

progress.

- Perform other office duties as needed, such as telemarketing and customer service inquiries, billing patients and receiving payments.
- Perform patient services, such as answering the telephone and assisting patients with financial and medical questions.
- Prepare reports to provide answers in response to specific problems.
- Review data obtained from interview for completeness and accuracy.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- assist with business or managerial research
- collect social or personal information
- drive automobile, van, or light truck
- examine documents for completeness, accuracy, or conformance to standards
- explain credit application information
- explain rules, policies or regulations
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- identify problems or improvements
- interview customers
- maintain appointment calendar
- maintain records, reports, or files
- maintain telephone logs
- provide clerical assistance to customers or patients
- provide customer service
- record medical history or data
- schedule meetings or appointments
- take messages
- type letters or correspondence
- use computers to enter, access or retrieve data
- use interviewing procedures
- use word processing or desktop publishing software

Technology - Examples



- budgeted costs to actual costs
- provide customer service
- refer clients to community services or resources
- schedule activities, classes, or events
- schedule or contract meeting facilities
- schedule training
- train instructors in training techniques
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of multi-media technology
- use oral or written communication techniques
- use public speaking techniques
- use teaching techniques
- write employee orientation or training materials

#### Technology - Examples

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- Citrix software

##### Charting software

- Microsoft Office Visio

##### Computer based training software

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- Adobe Systems Adobe Captivate
- Adobe Systems Adobe Presenter
- Alchemy Systems SISTEM
- Articulate Rapid E-Learning Studio
- Beeline Learning Management System LMS
- Blatant Media Absorb LMS
- Brainshark Rapid Learning
- Cobent Learning and Compliance Suite LCS
- Computer Generated Solutions Learning Management System
- dominKnow Learning Center
- Eedo Knowledgeware Eedo Force Ten
- ElearningForce JoomlaLMS
- EZ LCMS
- FlexTraining Total e-Learning Solution
- G-Cube Solutions Wizdom Web LMS
- GeoMetrix Data Systems Training Partner



- Halogen eLMS
- ICS Learning Group Inquisiq EX
- Ikonami AT-Learning Tool
- Inspired eLearning iLMS
- Intelladon Enterprise Knowledge Platform EKP
- Intelligent Information Conversion Technologies MeritScholar
- Intellum Rollbook
- Learn HQ Activate LMS
- Medworxx Learning Management System
- Mzinga On-Demand Learning Suite
- NetDimensions Enterprise Knowledge Platform EKP
- OnPoint Digital OnPoint Learning & Performance Suite
- Operitel LearnFlex
- Pathlore LMS
- Plateau Learning Management System LMS
- PRO-ductivity Systems Compliance Training Manager Web
- Qarbon ViewetBuilder Professional
- Right Reason Technologies RightTrack
- RISC Virtual Training Assistant
- SkillSoft SkillPort
- SumTotal Systems ToolBook
- SumTotal Systems TotalLMS
- techniques.org knowledgeWorks LMS
- Telania eLeaP Learning Management System LMS/LCMS
- The Human Equation InSite LMS
- TrainCaster LMS
- TrainOnTrack Learning Management System LMS
- Upside Learning UpsideLMS
- Xerceo Learn
- Xyleme Learning Content Management System LCMS



- Ziiva Prosperity LMS

Data base management system software

- MySQL software

Data base user interface and query software

- Microsoft Access

Desk top publishing software

- Microsoft Publisher

Document management software

- Interwoven software

Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook

Enterprise resource planning ERP software

- Oracle PeopleSoft

Graphics or photo imaging software

- Adobe Systems Adobe Illustrator
- Adobe Systems Adobe Photoshop software

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Video conferencing software

- Cisco WebEx
- Microsoft NetMeeting

Web page creation and editing software

- Adobe Systems Adobe Dreamweaver
- Adobe Systems Adobe Flash Player

Web platform development software

- Hypertext markup language HTML
- PHP: Hypertext Preprocessor

Word processing software

- Microsoft Word



Tools - Examples

- Desktop computers
- Liquid crystal display LCD projectors
- Laptop computers
- Overhead display projectors
- Personal computers

**Labor Market Comparison**

Maine Department of Labor.

Description	Training and Development Specialists	Interviewers, Except Eligibility and Loan	Difference
Median Wage	\$ 41,220	\$ 24,060	\$( 17,160)
10th Percentile Wage	\$ 27,960	\$ 18,310	\$( 9,650)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 54,390	\$ 29,040	\$( 25,350)
90th Percentile Wage	\$ 67,190	\$ 33,880	\$( 33,310)
Mean Wage	\$ 44,870	\$ 25,050	\$( 19,820)
Total Employment - 2049	880	680	-200
Employment Base - 2006	913	700	-213
Projected Employment - 2058	1,009	757	-252
Projected Job Growth - 2006-2058	10.5 %	8.1 %	-2.4 %
Projected Annual Openings - 2006-2058	30	24	-6
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Training and Development Specialists and Interviewers, Except Eligibility and Loan



Programs			
Related Programs			
Human Resources Management			
Human Resources Management/Personnel Administration, General. A program that generally prepares individuals to manage the development of human capital in organizations, and to provide related services to individuals and groups. Includes instruction in personnel and organization policy, human resource dynamics and flows, labor relations, sex roles, civil rights, human resources law and regulations, motivation and compensation systems, work systems, career management, employee testing and assessment, recruitment and selection, managing employee and job training programs, and the management of human resources programs and operations.			
Institution	Address	City	URL
Thomas College	180 W River Rd	Waterville	<a href="http://www.thomas.edu">www.thomas.edu</a>
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 Training and Development Specialists									
O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-1073.00	Training and Development Specialists	100	4	880	\$41,220.00	\$0.00	11%	30	

13-1072.00	Compensation, Benefits, and Job Analysis Specialists	92	4	770	\$43,900.00	\$2,680.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$8,140.00	3%	44	★
23-1022.00	Arbitrators, Mediators, and Conciliators	91	5	40	\$46,160.00	\$4,940.00	2%	1	
21-1012.00	Educational, Vocational, and School Counselors	91	5	1,110	\$44,280.00	\$3,060.00	-1%	22	
11-9151.00	Social and Community Service Managers	90	4	970	\$47,760.00	\$6,540.00	12%	33	
13-2053.00	Insurance Underwriters	90	3	460	\$56,090.00	\$14,870.00	-1%	12	
25-3011.00	Adult Literacy, Remedial Education, and GED Teachers and Instructors	90	4	180	\$42,610.00	\$1,390.00	28%	8	
11-9131.00	Postmasters and Mail Superintendents	89	3	420	\$55,200.00	\$13,980.00	-5%	10	
11-3042.00	Training and Development Managers	89	4	140	\$66,670.00	\$25,450.00	7%	4	
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	89	5	120	\$48,060.00	\$6,840.00	0%	0	
25-1081.00	Education Teachers, Postsecondary	89	5	280	\$48,070.00	\$6,850.00	10%	8	★
25-1011.00	Business Teachers, Postsecondary	89	5	230	\$56,500.00	\$15,280.00	13%	7	★
25-1193.00	Recreation and Fitness Studies Teachers, Postsecondary	89	5	60	\$53,100.00	\$11,880.00	8%	2	
27-3031.00	Public Relations Specialists	89	4	950	\$48,070.00	\$6,850.00	7%	15	

Special Occupations:



### Top Industries for Interviewers, Except Eligibility and Loan

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
General medical and surgical hospitals, public and private	622100	37.26%	82,315	91,132	10.71%
State government, excluding education and hospitals	929200	5.70%	12,582	12,346	-1.87%
Colleges, universities, and professional schools, public and private	611300	5.12%	11,312	12,655	11.87%
Offices of physicians	621100	4.68%	10,329	13,013	25.98%
Management, scientific, and technical consulting services	541600	2.48%	5,470	9,765	78.52%
Research and development in the social sciences and humanities	541720	1.52%	3,357	3,552	5.82%
Specialty (except psychiatric and substance abuse) hospitals, public and private	622300	1.14%	2,513	3,291	30.95%
Junior colleges, public and private	611200	1.08%	2,380	2,630	10.49%
Local government, excluding education and hospitals	939300	0.90%	1,979	2,223	12.34%
Employment services	561300	0.90%	1,995	2,525	26.56%
Technical and trade schools, public and private	611500	0.79%	1,756	1,908	8.64%
Management of companies and enterprises	551100	0.77%	1,700	1,959	15.28%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.63%	1,389	1,648	18.60%
Research and development in the physical, engineering, and life sciences	541710	0.62%	1,363	1,455	6.69%
Self-employed workers, primary job	000601	0.60%	1,329	1,416	6.54%

### Top Industries for Training and Development Specialists

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	6.73%	14,159	16,807	18.70%
State government, excluding education and hospitals	929200	4.83%	10,167	10,273	1.04%
Local government, excluding education and hospitals	939300	4.06%	8,550	9,890	15.67%
Computer systems design and related services	541500	3.46%	7,274	10,113	39.03%
General medical and surgical hospitals, public and private	622100	2.99%	6,299	7,181	14.00%
Depository credit intermediation	522100	2.93%	6,166	6,473	4.98%

Management, scientific, and technical consulting services	541600	2.91%	6,131	11,271	83.82%
Vocational rehabilitation services	624300	2.71%	5,711	7,163	25.43%
Employment services	561300	2.47%	5,204	6,782	30.32%
Colleges, universities, and professional schools, public and private	611300	2.43%	5,102	5,877	15.20%
Self-employed workers, primary job	000601	1.94%	4,087	4,483	9.70%
Elementary and secondary schools, public and private	611100	1.91%	4,019	4,361	8.51%
Business schools and computer and management training, public and private	611400	1.44%	3,020	3,147	4.21%
Direct insurance (except life, health, and medical) carriers	524120	1.44%	3,033	3,265	7.63%
Nursing care facilities	623100	1.39%	2,934	3,283	11.91%



# TORQ Analysis of Training and Development Specialists to Compensation, Benefits, and Job Analysis Specialists

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Training and Development Specialists	13-1073.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Compensation, Benefits, and Job Analysis Specialists	13-1072.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								92			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level			95	Level			88	Level			92
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Inductive Reasoning	57	9	68	Mathematics	55	2	70	Mathematics	51	7	73
Near Vision	62	9	65					English Language	59	6	76
Mathematical Reasoning	48	11	50								
Deductive Reasoning	62	7	68								
Category Flexibility	55	7	62								
Problem Sensitivity	55	5	75								
Speech Recognition	55	4	68								
LEVEL and IMPT (IMPORTANCE) refer to the Target Compensation, Benefits, and Job Analysis Specialists. GAP refers to level difference between Training and Development Specialists and Compensation, Benefits, and Job Analysis Specialists.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Training and Development Specialists	Compensation, Benefits, and Job Analysis Specialists	Importance
Oral Comprehension	66	60	78
Oral Expression	73	60	78
Written Comprehension	67	62	75



Problem Sensitivity	50	55	75
Speech Clarity	76	59	75
Deductive Reasoning	55	62	68
Inductive Reasoning	48	57	68
Speech Recognition	51	55	68
Written Expression	64	60	65
Information Ordering	55	55	65
Near Vision	53	62	65
Category Flexibility	48	55	62
Originality	57	48	53
Selective Attention	41	39	53
Mathematical Reasoning	37	48	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Training and Development Specialists	Compensation, Benefits, and Job Analysis Specialists	Importance
Mathematics	53	55	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Training and Development Specialists	Compensation, Benefits, and Job Analysis Specialists	Importance
English Language	53	59	76
Mathematics	44	51	73

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Training and Development Specialists	Compensation, Benefits, and Job Analysis Specialists	Description	Training and Development Specialists	Compensation, Benefits, and Job Analysis Specialists
10+ years	0%	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	7%	13%	Master's Degree	0%	2%
2-4 years	9%	28%	Post-Bachelor Cert	0%	0%
1-2 years	45%	52%	Bachelors	45%	59%
6-12 months	7%	0%	AA or Equiv	24%	24%
3-6 months	22%	0%	Some College	17%	13%
1-3 months	7%	0%	Post-Secondary Certificate	0%	0%
0-1 month	0%	0%	High School Diploma or GED	5%	0%
None	0%	3%	No HSD or GED	7%	0%

Training and Development Specialists

Compensation, Benefits, and Job Analysis Specialists

#### Most Common Educational/Training Requirement:

Bachelor's degree

Bachelor's degree



**Job Zone Comparison**

4 - Job Zone Four: Considerable Preparation Needed	4 - Job Zone Four: Considerable Preparation Needed
A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.	A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.
Most of these occupations require a four - year bachelor's degree, but some do not.	Most of these occupations require a four - year bachelor's degree, but some do not.
Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.	Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

**Tasks**

Training and Development Specialists	Compensation, Benefits, and Job Analysis Specialists
<b>Core Tasks</b>	<b>Core Tasks</b>
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Training and Teaching Others - Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.</li> <li>• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> <li>• Developing Objectives and Strategies - Establishing long-range objectives and specifying the strategies and actions to achieve them.</li> </ul>	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.</li> </ul>
<b>Specific Tasks</b>	<b>Specific Tasks</b>
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors or customer representatives.</li> <li>• Attend meetings and seminars to obtain information for use in training programs, or to inform management of training program status.</li> <li>• Coordinate recruitment and placement of training program participants.</li> <li>• Design, plan, organize and direct orientation and training for employees or customers of industrial or commercial establishment.</li> <li>• Develop alternative training methods if expected improvements are not seen.</li> <li>• Devise programs to develop executive potential among employees in lower-level positions.</li> <li>• Evaluate training materials prepared by</li> </ul>	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Administer employee insurance, pension and savings plans, working with insurance brokers and plan carriers.</li> <li>• Advise managers and employees on state and federal employment regulations, collective agreements, benefit and compensation policies, personnel procedures and classification programs.</li> <li>• Advise staff of individuals' qualifications.</li> <li>• Analyze organizational, occupational, and industrial data to facilitate organizational functions and provide technical information to business, industry, and government.</li> <li>• Assess need for and develop job analysis instruments and materials.</li> <li>• Assist in preparing and maintaining personnel records and handbooks.</li> <li>• Consult with or serve as a technical liaison between business, industry, government,</li> </ul>



instructors, such as outlines, text, and handouts.

- Keep up with developments in area of expertise by reading current journals, books and magazine articles.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Monitor, evaluate and record training activities and program effectiveness.
- Negotiate contracts with clients, including desired training outcomes, fees and expenses.
- Offer specific training programs to help workers maintain or improve job skills.
- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Present information, using a variety of instructional techniques and formats such as role playing, simulations, team exercises, group discussions, videos and lectures.
- Refer trainees to employer relations representatives, to locations offering job placement assistance, or to appropriate social services agencies if warranted.
- Schedule classes based on availability of classrooms, equipment, and instructors.
- Screen, hire, and assign workers to positions based on qualifications.
- Select and assign instructors to conduct training.
- Supervise instructors, evaluate instructor performance, and refer instructors to classes for skill development.

#### Detailed Tasks

#### Detailed Work Activities:

- assess staff or applicant skill levels
- assign work to staff or employees
- conduct training for personnel
- confer with managers, instructors, or customer representatives
- convert information into instructional program
- design classroom presentations
- develop course or training objectives
- develop instructional materials
- develop training programs
- direct and coordinate activities of workers or staff
- edit written material
- evaluate information from employment interviews

and union officials.

- Develop, implement, administer and evaluate personnel and labor relations programs, including performance appraisal, affirmative action and employment equity programs.
- Ensure company compliance with federal and state laws, including reporting requirements.
- Evaluate job positions, determining classification, exempt or non-exempt status, and salary.
- Negotiate collective agreements on behalf of employers or workers, and mediate labor disputes and grievances.
- Observe, interview, and survey employees and conduct focus group meetings to collect job, organizational, and occupational information.
- Perform multifactor data and cost analyses that may be used in areas such as support of collective bargaining agreements.
- Plan and develop curricula and materials for training programs and conduct training.
- Plan, develop, evaluate, improve, and communicate methods and techniques for selecting, promoting, compensating, evaluating, and training workers.
- Prepare occupational classifications, job descriptions and salary scales.
- Prepare reports, such as organization and flow charts, and career path reports, to summarize job analysis and evaluation and compensation analysis information.
- Prepare research results for publication in form of journals, books, manuals, and film.
- Provide advice on the resolution of classification and salary complaints.
- Research employee benefit and health and safety practices and recommend changes or modifications to existing policies.
- Research job and worker requirements, structural and functional relationships among jobs and occupations, and occupational trends.
- Review occupational data on Alien Employment Certification Applications to determine the appropriate occupational title and code, and provide local offices with information about immigration and occupations.
- Speak at conferences and events to promote apprenticeships and related training programs.
- Work with the Department of Labor and promote its use with employers.

#### Detailed Tasks



interviews

- evaluate performance of employees or contract personnel
- evaluate training materials
- hire, discharge, transfer, or promote workers
- identify training needs
- interview job applicants
- maintain records, reports, or files
- make presentations
- monitor operational budget
- monitor training costs
- negotiate business contracts
- organize educational material or ideas
- organize training procedure manuals
- orient new employees
- participate in staff training programs
- prepare periodic reports comparing budgeted costs to actual costs
- provide customer service
- refer clients to community services or resources
- schedule activities, classes, or events
- schedule or contract meeting facilities
- schedule training
- train instructors in training techniques
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of multi-media technology
- use oral or written communication techniques
- use public speaking techniques
- use teaching techniques
- write employee orientation or training materials

Technology - Examples

Access software

- Citrix software

Charting software

- Microsoft Office Visio

Computer based training software

- Adobe Systems Adobe Authorware
- Adobe Systems Adobe Captivate
- Adobe Systems Adobe Presenter
- Alchemy Systems SISTEM
- Articulate Rapid E-Learning Studio
- Beeline Learning Management System LMS
- Blatant Media Absorb LMS

Detailed Work Activities:

- advise department managers in personnel matters
- advise governmental or industrial personnel
- advise management or labor union officials on labor relation issues
- analyze data to identify personnel problems
- analyze scientific research data or investigative findings
- arbitrate personnel disputes
- categorize occupational, educational, or employment information
- communicate technical information
- conduct research on work-related topics
- conduct training for personnel
- develop course or training objectives
- develop job evaluation programs
- ensure compliance with government regulations
- ensure correct grammar, punctuation, or spelling
- evaluate personnel benefits policies
- evaluate qualifications or eligibility of applicant for employment
- explain rules, policies or regulations
- fill out business or government forms
- identify problems or improvements
- implement employee compensation plans
- improve methods for worker selection or promotion
- maintain administrative services procedures manual
- maintain job descriptions
- make presentations
- negotiate labor agreements
- obtain information from individuals
- prepare or maintain employee records
- prepare recommendations based upon research
- prepare report of findings or recommendations
- prepare reports
- prepare technical reports identifying results of research
- resolve personnel problems or grievances
- resolve worker or management conflicts
- understand government labor or employment regulations
- use cost benefit analysis techniques
- use government regulations
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of employee classification system
- use public speaking techniques



- Brainshark Rapid Learning
- Cobent Learning and Compliance Suite LCS
- Computer Generated Solutions Learning Management System
- dominKnow Learning Center
- Eedo Knowedgeware Eedo Force Ten
- ElearningForce JoomlaLMS
- EZ LCMS
- FlexTraining Total e-Learning Solution
- G-Cube Solutions Wizdom Web LMS
- GeoMetrix Data Systems Training Partner
- Halogen eLMS
- ICS Learning Group Inquisiq EX
- Ikonami AT-Learning Tool
- Inspired eLearning iLMS
- Intelladon Enterprise Knowledge Platform EKP
- Intelligent Information Conversion Technologies MeritScholar
- Intellum Rollbook
- Learn HQ Activate LMS
- Medworxx Learning Management System
- Mzinga On-Demand Learning Suite
- NetDimensions Enterprise Knowledge Platform EKP
- OnPoint Digital OnPoint Learning & Performance Suite
- Operitel LearnFlex
- Pathlore LMS
- Plateau Learning Management System LMS
- PRO-ductivity Systems Compliance Training Manager Web
- Qarbon ViewletBuilder Professional
- Right Reason Technologies RightTrack
- RISC Virtual Training Assistant
- SkillSoft SkillPort

- use public speaking techniques
- write administrative procedures services manual
  - write employee orientation or training materials

Technology - Examples



- SumTotal Systems ToolBook
- SumTotal Systems TotalLMS
- techniques.org knowledgeWorks LMS
- Telania eLeaP Learning Management System LMS/LCMS
- The Human Equation InSite LMS
- TrainCaster LMS
- TrainOnTrack Learning Management System LMS
- Upside Learning UpsideLMS
- Xerceo Learn
- Xyleme Learning Content Management System LCMS
- Ziiva Prosperity LMS

#### Data base management system software

- MySQL software

#### Data base user interface and query software

- Microsoft Access

#### Desk top publishing software

- Microsoft Publisher

#### Document management software

- Interwoven software

#### Electronic mail software

- IBM Lotus Notes
- Microsoft Outlook

#### Enterprise resource planning ERP software

- Oracle PeopleSoft

#### Graphics or photo imaging software

- Adobe Systems Adobe Illustrator
- Adobe Systems Adobe Photoshop software

#### Internet browser software

- Web browser software

#### Office suite software

- Microsoft Office

#### Presentation software

- Microsoft PowerPoint

#### Project management software

- Microsoft Project

#### Spreadsheet software



<ul style="list-style-type: none"> <li>• Microsoft Excel</li> </ul>
Video conferencing software
<ul style="list-style-type: none"> <li>• Cisco WebEx</li> </ul>
<ul style="list-style-type: none"> <li>• Microsoft NetMeeting</li> </ul>
Web page creation and editing software
<ul style="list-style-type: none"> <li>• Adobe Systems Adobe Dreamweaver</li> </ul>
<ul style="list-style-type: none"> <li>• Adobe Systems Adobe Flash Player</li> </ul>
Web platform development software
<ul style="list-style-type: none"> <li>• Hypertext markup language HTML</li> </ul>
<ul style="list-style-type: none"> <li>• PHP: Hypertext Preprocessor</li> </ul>
Word processing software
<ul style="list-style-type: none"> <li>• Microsoft Word</li> </ul>
<b>Tools - Examples</b>
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<ul style="list-style-type: none"> <li>• Liquid crystal display LCD projectors</li> </ul>
<ul style="list-style-type: none"> <li>• Laptop computers</li> </ul>
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Special

Special Occupations:

### National Job Posting Trends

Trend for Training and Development Specialists and Compensation, Benefits, and Job Analysis Specialists



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

### Programs

#### Related Programs

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Institution	Address	City	URL
Thomas College	180 W River Rd	Waterville	<a href="http://www.thomas.edu">www.thomas.edu</a>

Human Resources Management, Other

Human Resources Management and Services, Other. Any instructional program in human resources management not listed above.

No information on schools for the program

Labor/Personnel Relations and Studies



Labor and Industrial Relations. A program that focuses on employee-management interactions and the management of issues and disputes regarding working conditions and worker benefit packages, and that may prepare individuals to function as labor or personnel relations specialists. Includes instruction in labor history, policies and strategies of the labor movement, union organization, labor-management negotiation, labor law and contract interpretation, labor economics, welfare and benefit packages, grievance procedures, and labor policy studies.

No information on schools for the program

Organizational Behavior Studies

Organizational Behavior Studies. A program that focuses on the scientific study of the behavior and motivations of individuals functioning in organized groups, and its application to business and industrial settings. Includes instruction in organization theory, industrial and organizational psychology, social psychology, sociology of organizations, reinforcement and incentive theory, employee relations strategies, organizational power and influence, organization stratification and hierarchy, leadership styles, and applications of operations research and other methodologies to organizational analysis.

Institution	Address	City	URL
University of New England	11 Hills Beach Rd	Biddeford	<a href="http://WWW.UNE.EDU">WWW.UNE.EDU</a>

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13-2053.00	Insurance Underwriters	90	3	460	\$56,090.00	\$14,870.00	-1%	12	
25-3011.00	Adult Literacy, Remedial Education, and GED Teachers and Instructors	90	4	180	\$42,610.00	\$1,390.00	28%	8	



11-9131.00	Postmasters and Mail Superintendents	89	3	420	\$55,200.00	\$13,980.00	-5%	10	
11-3042.00	Training and Development Managers	89	4	140	\$66,670.00	\$25,450.00	7%	4	
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	89	5	120	\$48,060.00	\$6,840.00	0%	0	
25-1081.00	Education Teachers, Postsecondary	89	5	280	\$48,070.00	\$6,850.00	10%	8	★
25-1011.00	Business Teachers, Postsecondary	89	5	230	\$56,500.00	\$15,280.00	13%	7	★
25-1193.00	Recreation and Fitness Studies Teachers, Postsecondary	89	5	60	\$53,100.00	\$11,880.00	8%	2	
27-3031.00	Public Relations Specialists	89	4	950	\$48,070.00	\$6,850.00	7%	15	

Special Occupations:

### Top Industries for Compensation, Benefits, and Job Analysis Specialists

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	10.86%	11,936	14,323	19.99%
Local government, excluding education and hospitals	939300	8.88%	9,758	11,410	16.93%
State government, excluding education and hospitals	929200	4.97%	5,467	5,584	2.14%
Management, scientific, and technical consulting services	541600	3.53%	3,885	7,218	85.82%
Depository credit intermediation	522100	2.98%	3,279	3,480	6.12%
General medical and surgical hospitals, public and private	622100	2.96%	3,255	3,751	15.23%
Colleges, universities, and professional schools, public and private	611300	2.52%	2,765	3,220	16.45%
Other insurance related activities	524290	2.11%	2,318	2,884	24.41%
Employment services	561300	1.98%	2,177	2,868	31.73%
Insurance and employee benefit funds	525100	1.88%	2,071	2,657	28.27%
Computer systems design and related services	541500	1.81%	1,986	2,791	40.53%
Self-employed workers, primary job	000601	1.70%	1,873	2,077	10.89%



Insurance agencies and brokerages	524210	1.48%	1,628	1,917	17.74%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.45%	1,590	1,963	23.45%
Labor unions and similar labor organizations	813930	1.40%	1,536	1,489	-3.03%

### Top Industries for Training and Development Specialists

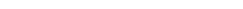
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	6.73%	14,159	16,807	18.70%
State government, excluding education and hospitals	929200	4.83%	10,167	10,273	1.04%
Local government, excluding education and hospitals	939300	4.06%	8,550	9,890	15.67%
Computer systems design and related services	541500	3.46%	7,274	10,113	39.03%
General medical and surgical hospitals, public and private	622100	2.99%	6,299	7,181	14.00%
Depository credit intermediation	522100	2.93%	6,166	6,473	4.98%
Management, scientific, and technical consulting services	541600	2.91%	6,131	11,271	83.82%
Vocational rehabilitation services	624300	2.71%	5,711	7,163	25.43%
Employment services	561300	2.47%	5,204	6,782	30.32%
Colleges, universities, and professional schools, public and private	611300	2.43%	5,102	5,877	15.20%
Self-employed workers, primary job	000601	1.94%	4,087	4,483	9.70%
Elementary and secondary schools, public and private	611100	1.91%	4,019	4,361	8.51%
Business schools and computer and management training, public and private	611400	1.44%	3,020	3,147	4.21%
Direct insurance (except life, health, and medical) carriers	524120	1.44%	3,033	3,265	7.63%
Nursing care facilities	623100	1.39%	2,934	3,283	11.91%



# TORQ Analysis of Training and Development Specialists to Insurance Claims Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Training and Development Specialists	13-1073.00	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:								92			
Ability TORQ			Skills TORQ			Knowledge TORQ					
Level			95	Level			96	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
Near Vision	57	4	65	No Skills Upgrade Required!				Clerical	71	14	83
Speech Recognition	53	2	72					Building and Construction	13	8	79
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Training and Development Specialists and Insurance Claims Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Training and Development Specialists	Insurance Claims Clerks	Importance
Written Comprehension	67 	55 	78 
Oral Expression	73 	57 	72 
Speech Recognition	51 	53 	72 
Oral Comprehension	66 	53 	68 
Speech Clarity	76 	46 	68 
Written Expression	64 	48 	65 
Near Vision	53 	57 	65 
Information Ordering	55 	48 	62 
Deductive Reasoning	55 	46 	59 
Selective Attention	41 	32 	56 
Problem Sensitivity	50 	41 	50 



Inductive Reasoning	48	46	50
Category Flexibility	48	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Training and Development Specialists	Insurance Claims Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Training and Development Specialists	Insurance Claims Clerks	Importance
Clerical	57	71	83
Building and Construction	5	13	79

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Training and Development Specialists	Insurance Claims Clerks	Description	Training and Development Specialists	Insurance Claims Clerks
10+ years	0%	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	7%	0%	Master's Degree	0%	2%
2-4 years	9%	27%	Post-Bachelor Cert	0%	0%
1-2 years	45%	20%	Bachelors	45%	0%
6-12 months	7%	14%	AA or Equiv	24%	5%
3-6 months	22%	5%	Some College	17%	32%
1-3 months	7%	15%	Post-Secondary Certificate	0%	6%
0-1 month	0%	4%	High School Diploma or GED	5%	53%
None	0%	9%	No HSD or GED	7%	0%

Training and Development Specialists      Insurance Claims Clerks

#### Most Common Educational/Training Requirement:

Bachelor's degree      Moderate-term on-the-job training

#### Job Zone Comparison

<p><b>4 - Job Zone Four: Considerable Preparation Needed</b></p> <p>A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.</p> <p>Most of these occupations require a four - year bachelor's degree, but some do not.</p> <p>Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.</p>	<p><b>2 - Job Zone Two: Some Preparation Needed</b></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>
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### Tasks



## Training and Development Specialists

## 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.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Training and Teaching Others - Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Developing Objectives and Strategies - Establishing long-range objectives and specifying the strategies and actions to achieve them.

## Specific Tasks

## Occupation Specific Tasks:

- Assess training needs through surveys, interviews with employees, focus groups, or consultation with managers, instructors or customer representatives.
- Attend meetings and seminars to obtain information for use in training programs, or to inform management of training program status.
- Coordinate recruitment and placement of training program participants.
- Design, plan, organize and direct orientation and training for employees or customers of industrial or commercial establishment.
- Develop alternative training methods if expected improvements are not seen.
- Devise programs to develop executive potential among employees in lower-level positions.
- Evaluate training materials prepared by instructors, such as outlines, text, and handouts.
- Keep up with developments in area of expertise by reading current journals, books and magazine articles.
- Monitor training costs to ensure budget is not exceeded, and prepare budget reports to justify expenditures.
- Monitor, evaluate and record training activities and program effectiveness.
- Negotiate contracts with clients, including desired training outcomes, fees and expenses.
- Offer specific training programs to help workers maintain or improve job skills.

## Insurance Claims Clerks

## Core Tasks

## Generalized Work Activities:

- 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

## Occupation Specific Tasks:

- 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 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



- Organize and develop, or obtain, training procedure manuals and guides and course materials such as handouts and visual materials.
- Present information, using a variety of instructional techniques and formats such as role playing, simulations, team exercises, group discussions, videos and lectures.
- Refer trainees to employer relations representatives, to locations offering job placement assistance, or to appropriate social services agencies if warranted.
- Schedule classes based on availability of classrooms, equipment, and instructors.
- Screen, hire, and assign workers to positions based on qualifications.
- Select and assign instructors to conduct training.
- Supervise instructors, evaluate instructor performance, and refer instructors to classes for skill development.

- 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

Detailed Tasks

Detailed Work Activities:

- assess staff or applicant skill levels
- assign work to staff or employees
- conduct training for personnel
- confer with managers, instructors, or customer representatives
- convert information into instructional program
- design classroom presentations
- develop course or training objectives
- develop instructional materials
- develop training programs
- direct and coordinate activities of workers or staff
- edit written material
- evaluate information from employment interviews
- evaluate performance of employees or contract personnel
- evaluate training materials
- hire, discharge, transfer, or promote workers
- identify training needs
- interview job applicants
- maintain records, reports, or files
- make presentations
- monitor operational budget
- monitor training costs
- negotiate business contracts
- organize educational material or ideas
- organize training procedure manuals
- orient new employees
- participate in staff training programs
- prepare periodic reports comparing budgeted costs to actual costs

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

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers



- provide customer service
- refer clients to community services or resources
- schedule activities, classes, or events
- schedule or contract meeting facilities
- schedule training
- train instructors in training techniques
- use interpersonal communication techniques
- use interviewing procedures
- use knowledge of multi-media technology
- use oral or written communication techniques
- use public speaking techniques
- use teaching techniques
- write employee orientation or training materials

#### Technology - Examples

##### Access software

- Citrix software

##### Charting software

- Microsoft Office Visio

##### Computer based training software

- Adobe Systems Adobe Authorware
- Adobe Systems Adobe Captivate
- Adobe Systems Adobe Presenter
- Alchemy Systems SISTEM
- Articulate Rapid E-Learning Studio
- Beeline Learning Management System LMS
- Blatant Media Absorb LMS
- Brainshark Rapid Learning
- Cobent Learning and Compliance Suite LCS
- Computer Generated Solutions Learning Management System
- dominKnow Learning Center
- Eedo Knowledgeware Eedo Force Ten
- ElearningForce JoomlaLMS
- EZ LCMS
- FlexTraining Total e-Learning Solution
- G-Cube Solutions Wizdom Web LMS
- GeoMetrix Data Systems Training Partner

- Dictation machines

- Personal computers



- Halogen eLMS
- ICS Learning Group Inquisiq EX
- Ikonami AT-Learning Tool
- Inspired eLearning iLMS
- Intelladon Enterprise Knowledge Platform EKP
- Intelligent Information Conversion Technologies MeritScholar
- Intellum Rollbook
- Learn HQ Activate LMS
- Medworxx Learning Management System
- Mzinga On-Demand Learning Suite
- NetDimensions Enterprise Knowledge Platform EKP
- OnPoint Digital OnPoint Learning & Performance Suite
- Operitel LearnFlex
- Pathlore LMS
- Plateau Learning Management System LMS
- PRO-ductivity Systems Compliance Training Manager Web
- Qarbon ViewetBuilder Professional
- Right Reason Technologies RightTrack
- RISC Virtual Training Assistant
- SkillSoft SkillPort
- SumTotal Systems ToolBook
- SumTotal Systems TotalLMS
- techniques.org knowledgeWorks LMS
- Telania eLeaP Learning Management System LMS/LCMS
- The Human Equation InSite LMS
- TrainCaster LMS
- TrainOnTrack Learning Management System LMS
- Upside Learning UpsideLMS
- Xerceo Learn
- Xyleme Learning Content Management System LCMS



- Ziiva Prosperity LMS

Data base management system software

- MySQL software

Data base user interface and query software

- Microsoft Access

Desk top publishing software

- Microsoft Publisher

Document management software

- Interwoven software

Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook

Enterprise resource planning ERP software

- Oracle PeopleSoft

Graphics or photo imaging software

- Adobe Systems Adobe Illustrator
- Adobe Systems Adobe Photoshop software

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Project management software

- Microsoft Project

Spreadsheet software

- Microsoft Excel

Video conferencing software

- Cisco WebEx
- Microsoft NetMeeting

Web page creation and editing software

- Adobe Systems Adobe Dreamweaver
- Adobe Systems Adobe Flash Player

Web platform development software

- Hypertext markup language HTML
- PHP: Hypertext Preprocessor

Word processing software

- Microsoft Word



## Tools - Examples

- Desktop computers
- Liquid crystal display LCD projectors
- Laptop computers
- Overhead display projectors
- Personal computers

**Labor Market Comparison**

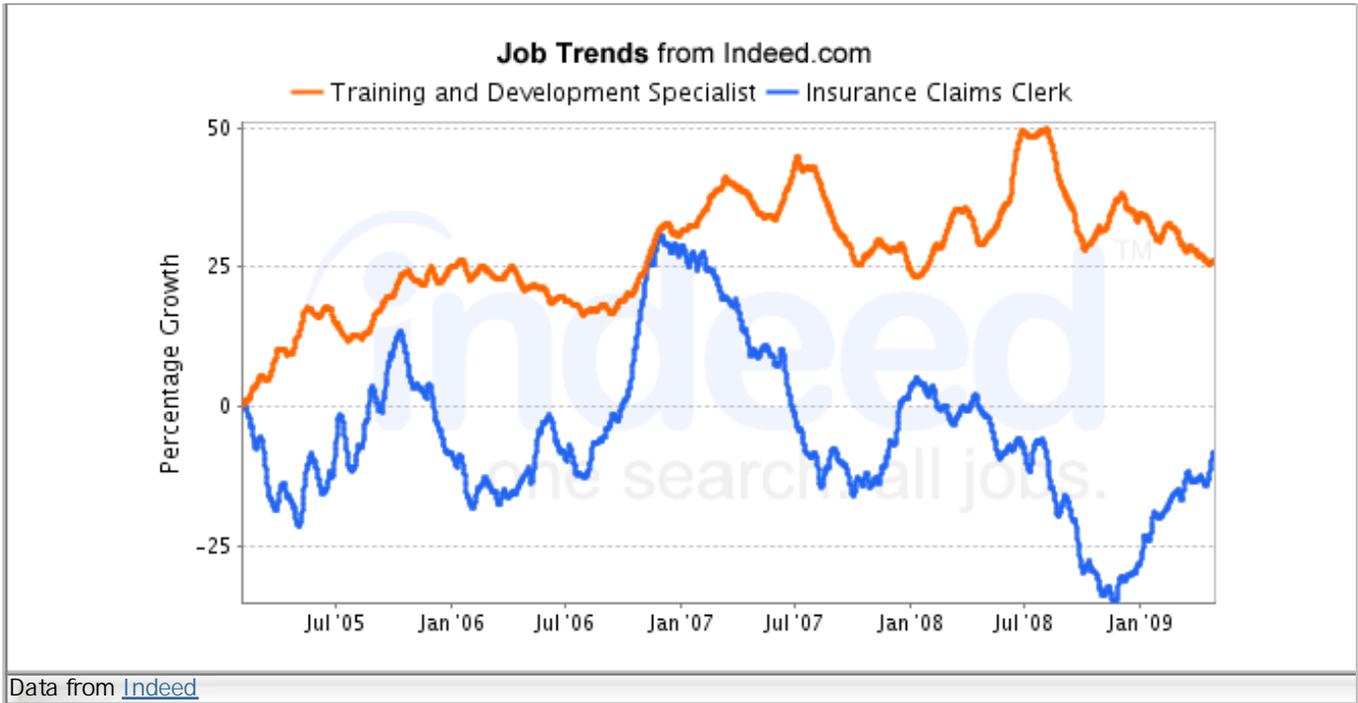
Maine Department of Labor.

Description	Training and Development Specialists	Insurance Claims Clerks	Difference
Median Wage	\$ 41,220	\$ 31,380	\$( 9,840)
10th Percentile Wage	\$ 27,960	\$ 24,090	\$( 3,870)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 54,390	\$ 36,980	\$( 17,410)
90th Percentile Wage	\$ 67,190	\$ 42,620	\$( 24,570)
Mean Wage	\$ 44,870	\$ 32,190	\$( 12,680)
Total Employment - 2049	880	1,810	930
Employment Base - 2006	913	1,849	936
Projected Employment - 2058	1,009	1,699	690
Projected Job Growth - 2006-2058	10.5 %	-8.1 %	-18.6 %
Projected Annual Openings - 2006-2058	30	22	-8
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Training and Development Specialists and Insurance Claims Clerks



Programs			
Related Programs			
General Office/Clerical and Typing Services			
<p>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.</p>			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

Maine Statewide Promotion Opportunities for Training and Development Specialists									
O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-1073.00	Training and Development Specialists	100	4	880	\$41,220.00	\$0.00	11%	30	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	92	4	770	\$43,900.00	\$2,680.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$8,140.00	3%	44	★



23-1022.00	Arbitrators, Mediators, and Conciliators	91	5	40	\$46,160.00	\$4,940.00	2%	1	
21-1012.00	Educational, Vocational, and School Counselors	91	5	1,110	\$44,280.00	\$3,060.00	-1%	22	
11-9151.00	Social and Community Service Managers	90	4	970	\$47,760.00	\$6,540.00	12%	33	
13-2053.00	Insurance Underwriters	90	3	460	\$56,090.00	\$14,870.00	-1%	12	
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Special Occupations:

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 Training and Development Specialists

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
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Nursing care facilities	623100	1.39%	2,934	3,283	11.91%

## 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)