

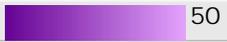
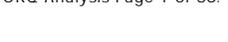
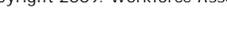


TORQ Analysis of Insurance Underwriters to Insurance Policy Processing Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Insurance Underwriters	13-2053.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Policy Processing Clerks	43-9041.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					95						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level		Level		Level							
	97		96		92						
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Clarity	42	3	68	Mathematics	59	9	77	Clerical	82	20	84
Information Ordering	50	2	72					Transportation	10	7	86

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

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Insurance Underwriters	Insurance Policy Processing Clerks	Importance
Written Comprehension	62 	55 	 81
Information Ordering	48 	50 	 72
Written Expression	51 	50 	 68
Problem Sensitivity	53 	48 	 68
Near Vision	67 	62 	 68
Speech Clarity	39 	42 	 68
Oral Comprehension	60 	50 	 65
Oral Expression	57 	57 	 65
Speech Recognition	55 	48 	 65
Deductive Reasoning	64 	53 	 59
Inductive Reasoning	59 	48 	 56



Selective Attention	37	37	56
Category Flexibility	55	42	50
Finger Dexterity	34	30	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Insurance Underwriters	Insurance Policy Processing Clerks	Importance
Mathematics	50	59	77
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Insurance Underwriters	Insurance Policy Processing Clerks	Importance
Transportation	3	10	86
Clerical	62	82	84

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Insurance Underwriters	Insurance Policy Processing Clerks	Description	Insurance Underwriters	Insurance Policy Processing Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	4%	0%
6-8 years	1%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	5%	Master's Degree	0%	0%
2-4 years	27%	7%	Post-Bachelor Cert	0%	0%
1-2 years	30%	46%	Bachelors	12%	0%
6-12 months	7%	16%	AA or Equiv	2%	15%
3-6 months	12%	9%	Some College	19%	12%
1-3 months	0%	3%	Post-Secondary Certificate	27%	11%
0-1 month	0%	0%	High School Diploma or GED	33%	61%
None	3%	10%	No HSD or GED	0%	0%
Insurance Underwriters			Insurance Policy Processing Clerks		
Most Common Educational/Training Requirement:					
Bachelor's degree			Moderate-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
<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>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>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>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>		



Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

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

Tasks

Insurance Underwriters

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- 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.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Authorize reinsurance of policy when risk is high.
- Decline excessive risks.
- Decrease value of policy when risk is substandard and specify applicable endorsements or apply rating to ensure safe profitable distribution of risks, using reference materials.
- Evaluate possibility of losses due to catastrophe or excessive insurance.
- Examine documents to determine degree of risk from such factors as applicant financial standing and value and condition of property.
- Review company records to determine amount of insurance in force on single risk or group of closely related risks.
- Write to field representatives, medical personnel, and others to obtain further information, quote rates, or explain company underwriting policies.

Detailed Tasks

Insurance Policy Processing 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



Detailed Work Activities:

- analyze financial data
- evaluate degree of financial risk
- follow contract, property, or insurance laws
- gather relevant financial data
- identify financial risks to company
- inspect property
- make decisions
- review data on insurance applications or policies
- use computers to enter, access and retrieve financial data
- write business correspondence

Technology - Examples

Data base user interface and query software

- Database software

Document management software

- FileNet Content Manager

Enterprise resource planning ERP software

- Anodas Software Limited Phoenix
- Consilience Software Maven Insurance Automation Suite
- CSC nbAccelerator
- Fair Isaac Enterprise Decision Management for Insurance
- QualCorp FormsPlus
- SIS SEMCI PARTNER
- Skywire Software InsBridge

Financial analysis software

- Fiserv Advanced Underwriting
- LabOne NET
- NIIT Technologies WinRisk
- RGA AURA
- RGA Facultative Application Console
- Valen Technologies Risk Manager

Internet browser software

- Web browser software

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel

• calculate insurance premiums or awards

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

Technology - Examples

Accounting software

- Account management software

Data base user interface and query software

- Data entry software
- Database software
- Microsoft Access

- Policy issuance system software

Document management software

- InSystems Calligo Enterprise

Electronic mail software

- IBM Lotus Notes
- Microsoft Outlook
- Novell GroupWise

Financial analysis software

- Insurance rating software

Internet browser software

- Microsoft Internet Explorer
- Web browser software



<ul style="list-style-type: none"> • Spreadsheet software 	Office suite software
Word processing software	<ul style="list-style-type: none"> • Microsoft Office
<ul style="list-style-type: none"> • Microsoft Word 	Presentation software
<ul style="list-style-type: none"> • Word processing software 	<ul style="list-style-type: none"> • Microsoft PowerPoint
Tools - Examples	Spreadsheet software
<ul style="list-style-type: none"> • 10-key calculators 	<ul style="list-style-type: none"> • Microsoft Excel
<ul style="list-style-type: none"> • Desktop computers 	<ul style="list-style-type: none"> • Spreadsheet software
<ul style="list-style-type: none"> • Notebook computers 	Word processing software
<ul style="list-style-type: none"> • Personal computers 	<ul style="list-style-type: none"> • Microsoft Word
	<ul style="list-style-type: none"> • Word processing software
	Tools - Examples
	<ul style="list-style-type: none"> • 10-key calculators
	<ul style="list-style-type: none"> • Desktop computers
	<ul style="list-style-type: none"> • Dictation machines
	<ul style="list-style-type: none"> • Personal computers

Labor Market Comparison

Maine Department of Labor.

Description	Insurance Underwriters	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 56,090	\$ 31,380	\$(24,710)
10th Percentile Wage	\$ 35,090	\$ 24,090	\$(11,000)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 70,670	\$ 36,980	\$(33,690)
90th Percentile Wage	\$ 83,880	\$ 42,620	\$(41,260)
Mean Wage	\$ 57,130	\$ 32,190	\$(24,940)
Total Employment - 2061	460	1,810	1,350
Employment Base - 2006	463	1,849	1,386
Projected Employment - 2070	459	1,699	1,240
Projected Job Growth - 2006-2070	-0.9 %	-8.1 %	-7.3 %
Projected Annual Openings - 2006-2070	12	22	10
Special			

Special Occupations:

National Job Posting Trends

Trend for Insurance Underwriters and Insurance Policy Processing Clerks



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

Programs

Related Programs

General Office/Clerical and Typing Services

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

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

Maine Statewide Promotion Opportunities for Insurance Underwriters

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-2053.00	Insurance Underwriters	100	3	460	\$56,090.00	\$0.00	-1%	12	
13-2052.00	Personal Financial Advisors	90	3	360	\$94,100.00	\$38,010.00	10%	13	



11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$11,580.00	7%	58	
11-2031.00	Public Relations Managers	84	4	290	\$71,020.00	\$14,930.00	9%	10	
13-2051.00	Financial Analysts	82	4	210	\$71,380.00	\$15,290.00	10%	4	
11-2022.00	Sales Managers	82	4	1,310	\$72,720.00	\$16,630.00	3%	32	
11-2011.00	Advertising and Promotions Managers	81	4	280	\$56,210.00	\$120.00	2%	7	
11-3041.00	Compensation and Benefits Managers	81	3	200	\$68,560.00	\$12,470.00	2%	5	
23-1011.00	Lawyers	81	5	1,910	\$80,120.00	\$24,030.00	6%	73	★
41-9021.00	Real Estate Brokers	81	3	320	\$61,300.00	\$5,210.00	-1%	22	
11-3011.00	Administrative Services Managers	81	4	1,090	\$56,630.00	\$540.00	5%	34	
41-4011.00	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	80	4	720	\$57,210.00	\$1,120.00	4%	20	
11-3071.01	Transportation Managers	80	3	710	\$62,270.00	\$6,180.00	5%	25	★
11-2021.00	Marketing Managers	79	4	570	\$74,560.00	\$18,470.00	7%	17	
13-2031.00	Budget Analysts	79	4	170	\$57,290.00	\$1,200.00	3%	5	

Special Occupations:

Top Industries for Insurance Policy Processing Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%



General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

Top Industries for Insurance Underwriters

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Direct insurance (except life, health, and medical) carriers	524120	42.07%	43,953	47,657	8.43%
Insurance agencies and brokerages	524210	16.05%	16,768	17,887	6.67%
Other insurance related activities	524290	6.10%	6,378	7,189	12.72%
Management of companies and enterprises	551100	3.98%	4,157	4,519	8.71%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	2.35%	2,456	2,777	13.09%
Depository credit intermediation	522100	1.65%	1,729	1,662	-3.85%
Insurance and employee benefit funds	525100	1.18%	1,230	1,429	16.22%
Activities related to credit intermediation	522300	0.87%	908	1,109	22.11%
State government, excluding education and hospitals	929200	0.58%	601	556	-7.46%
Securities and commodity contracts, brokerages, and exchanges	5231-2	0.58%	611	860	40.73%
Employment services	561300	0.30%	317	378	19.35%
Office administrative services	561100	0.18%	191	229	19.57%
Other financial investment activities	523900	0.15%	160	213	32.90%
Management, scientific, and technical consulting services	541600	0.07%	69	116	68.35%

TORQ Analysis of Insurance Underwriters to Insurance Claims Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Insurance Underwriters	13-2053.00	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:										93	
Ability TORQ			Skills TORQ			Knowledge TORQ					
Level			96	Level			92	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
Speech Clarity	46	7	68	No Skills Upgrade Required!				Customer and Personal Service	85	14	71
								Personnel and Human Resources	27	7	79
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Insurance Underwriters and Insurance Claims Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Insurance Underwriters	Insurance Claims Clerks	Importance
Written Comprehension	62 	55 	 78
Oral Expression	57 	57 	 72
Speech Recognition	55 	53 	 72
Oral Comprehension	60 	53 	 68
Speech Clarity	39 	46 	 68
Written Expression	51 	48 	 65
Near Vision	67 	57 	 65
Information Ordering	48 	48 	 62
Deductive Reasoning	64 	46 	 59
Selective Attention	37 	32 	 56
Problem Sensitivity	53 	41 	 50
Inductive Reasoning	59	46	50



Category Flexibility	55	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Insurance Underwriters	Insurance Claims Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Insurance Underwriters	Insurance Claims Clerks	Importance
Personnel and Human Resources	20	27	79
Customer and Personal Service	71	85	71

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Insurance Underwriters	Insurance Claims Clerks	Description	Insurance Underwriters	Insurance Claims Clerks
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	4%	0%
6-8 years	1%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	0%	Master's Degree	0%	2%
2-4 years	27%	27%	Post-Bachelor Cert	0%	0%
1-2 years	30%	20%	Bachelors	12%	0%
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0-1 month	0%	4%	High School Diploma or GED	33%	53%
None	3%	9%	No HSD or GED	0%	0%
Insurance Underwriters			Insurance Claims Clerks		
Most Common Educational/Training Requirement:					
Bachelor's degree			Moderate-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
<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 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 one or two years of training involving both on-the-job experience and informal training with experienced workers.</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	
Insurance Underwriters	Insurance Claims Clerks
Core Tasks	Core Tasks



Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- 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.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Authorize reinsurance of policy when risk is high.
- Decline excessive risks.
- Decrease value of policy when risk is substandard and specify applicable endorsements or apply rating to ensure safe profitable distribution of risks, using reference materials.
- Evaluate possibility of losses due to catastrophe or excessive insurance.
- Examine documents to determine degree of risk from such factors as applicant financial standing and value and condition of property.
- Review company records to determine amount of insurance in force on single risk or group of closely related risks.
- Write to field representatives, medical personnel, and others to obtain further information, quote rates, or explain company underwriting policies.

Detailed Tasks

Detailed Work Activities:

- analyze financial data
- evaluate degree of financial risk
- follow contract, property, or insurance laws
- gather relevant financial data
- identify financial risks to company
- inspect property
- make decisions
- review data on insurance applications or policies

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
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- 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.
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Occupation Specific Tasks:

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- 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
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files



- use computers to enter, access and retrieve financial data
- write business correspondence

Technology - Examples

Data base user interface and query software

- Database software

Document management software

- FileNet Content Manager

Enterprise resource planning ERP software

- Anodas Software Limited Phoenix
- Consilience Software Maven Insurance Automation Suite

- CSC nbAccelerator

- Fair Isaac Enterprise Decision Management for Insurance

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- Skywire Software InsBridge

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- RGA AURA

- RGA Facultative Application Console

- Valen Technologies Risk Manager

Internet browser software

- Web browser software

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers

- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

Technology - Examples

Accounting software

- Billing software

Data base user interface and query software

- Alpha Software Alpha Five
- Automated information system software
- Claim processing system software
- Data entry software
- Database software
- IBM Check Processing Control System CPSC
- St. Paul Travelers e-CARMA

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers
- Dictation machines
- Personal computers



- Notebook computers
- Personal computers

Labor Market Comparison

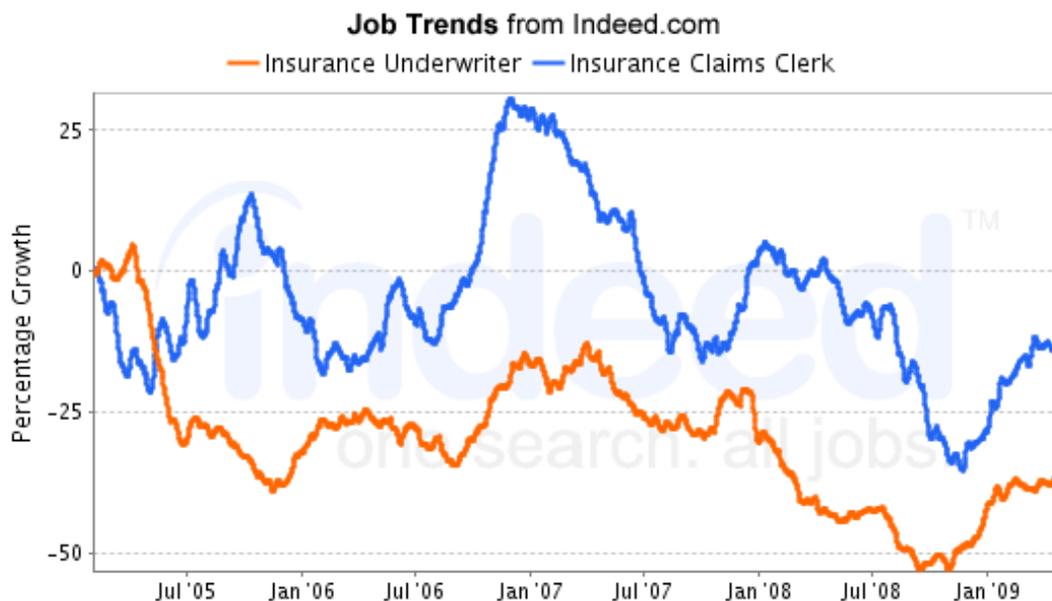
Maine Department of Labor.

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Employment Base - 2006	463	1,849	1,386
Projected Employment - 2070	459	1,699	1,240
Projected Job Growth - 2006-2070	-0.9 %	-8.1 %	-7.3 %
Projected Annual Openings - 2006-2070	12	22	10
Special			

Special Occupations:

National Job Posting Trends

Trend for Insurance Underwriters and Insurance Claims Clerks



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

**Programs****Related Programs****General Office/Clerical and Typing Services**

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

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

Maine Statewide Promotion Opportunities for Insurance Underwriters

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-2053.00	Insurance Underwriters	100	3	460	\$56,090.00	\$0.00	-1%	12	
13-2052.00	Personal Financial Advisors	90	3	360	\$94,100.00	\$38,010.00	10%	13	
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$11,580.00	7%	58	
11-2031.00	Public Relations Managers	84	4	290	\$71,020.00	\$14,930.00	9%	10	
13-2051.00	Financial Analysts	82	4	210	\$71,380.00	\$15,290.00	10%	4	
11-2022.00	Sales Managers	82	4	1,310	\$72,720.00	\$16,630.00	3%	32	
11-2011.00	Advertising and Promotions Managers	81	4	280	\$56,210.00	\$120.00	2%	7	
11-3041.00	Compensation and Benefits Managers	81	3	200	\$68,560.00	\$12,470.00	2%	5	
23-1011.00	Lawyers	81	5	1,910	\$80,120.00	\$24,030.00	6%	73	★
41-9021.00	Real Estate Brokers	81	3	320	\$61,300.00	\$5,210.00	-1%	22	
11-3011.00	Administrative Services Managers	81	4	1,090	\$56,630.00	\$540.00	5%	34	



41-4011.00	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	80	4	720	\$57,210.00	\$1,120.00	4%	20	
11-3071.01	Transportation Managers	80	3	710	\$62,270.00	\$6,180.00	5%	25	★
11-2021.00	Marketing Managers	79	4	570	\$74,560.00	\$18,470.00	7%	17	
13-2031.00	Budget Analysts	79	4	170	\$57,290.00	\$1,200.00	3%	5	

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 Insurance Underwriters

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Direct insurance (except life, health, and medical) carriers	524120	42.07%	43,953	47,657	8.43%

Insurance agencies and brokerages	524210	16.05%	16,768	17,887	6.67%
Other insurance related activities	524290	6.10%	6,378	7,189	12.72%
Management of companies and enterprises	551100	3.98%	4,157	4,519	8.71%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	2.35%	2,456	2,777	13.09%
Depository credit intermediation	522100	1.65%	1,729	1,662	-3.85%
Insurance and employee benefit funds	525100	1.18%	1,230	1,429	16.22%
Activities related to credit intermediation	522300	0.87%	908	1,109	22.11%
State government, excluding education and hospitals	929200	0.58%	601	556	-7.46%
Securities and commodity contracts, brokerages, and exchanges	5231-2	0.58%	611	860	40.73%
Employment services	561300	0.30%	317	378	19.35%
Office administrative services	561100	0.18%	191	229	19.57%
Other financial investment activities	523900	0.15%	160	213	32.90%
Management, scientific, and technical consulting services	541600	0.07%	69	116	68.35%

TORO Analysis of Insurance Underwriters to Billing, Cost, and Rate Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Insurance Underwriters	13-2053.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	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	97	Level	90	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
Speech Clarity	44	5	65	Mathematics	48	2	74	English Language	51	3	70
								Economics and Accounting	43	2	74
LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Insurance Underwriters and Billing, Cost, and Rate Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Insurance Underwriters	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	60	51	68
Oral Expression	57	50	68
Speech Recognition	55	48	65
Speech Clarity	39	44	65
Problem Sensitivity	53	44	62
Deductive Reasoning	64	42	62
Written Comprehension	62	48	59
Inductive Reasoning	59	41	59
Information Ordering	48	48	59
Near Vision	67	55	59
Category Flexibility	55	44	56

Mathematical Reasoning	50		41		56	
Number Facility	50		44		53	
Written Expression	51		42		50	
Selective Attention	37		35		50	

Skill Level Comparison - Abilities with importance scores over 69

Description	Insurance Underwriters	Billing, Cost, and Rate Clerks	Importance
Mathematics	46	48	74

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Insurance Underwriters	Billing, Cost, and Rate Clerks	Importance
Economics and Accounting	41	43	74
English Language	48	51	70

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Insurance Underwriters	Billing, Cost, and Rate Clerks		Description	Insurance Underwriters	Billing, Cost, and Rate Clerks
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	4%	0%
6-8 years	1%	0%		Post-Masters Cert	0%	0%
4-6 years	18%	11%		Master's Degree	0%	0%
2-4 years	27%	14%		Post-Bachelor Cert	0%	0%
1-2 years	30%	35%		Bachelors	12%	18%
6-12 months	7%	15%		AA or Equiv	2%	24%
3-6 months	12%	8%		Some College	19%	4%
1-3 months	0%	0%		Post-Secondary Certificate	27%	15%
0-1 month	0%	0%		High School Diploma or GED	33%	35%
None	3%	13%		No HSD or GED	0%	1%

Insurance Underwriters

Billing, Cost, and Rate Clerks

Most Common Educational/Training Requirement:

Bachelor's degree

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

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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.

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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.

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Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

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Tasks

Insurance Underwriters

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- 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.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Authorize reinsurance of policy when risk is high.
- Decline excessive risks.
- Decrease value of policy when risk is substandard and specify applicable endorsements or apply rating to ensure safe profitable distribution of risks, using reference materials.
- Evaluate possibility of losses due to catastrophe or excessive insurance.
- Examine documents to determine degree of risk from such factors as applicant financial standing and value and condition of property.
- Review company records to determine amount of insurance in force on single risk or group of closely related risks.
- Write to field representatives, medical personnel, and others to obtain further information, quote rates, or explain company underwriting policies.

Detailed Tasks

Detailed Work Activities:

- analyze financial data
- evaluate degree of financial risk
- follow contract, property, or insurance laws
- gather relevant financial data

Billing, Cost, and Rate 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.
- 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.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Specific Tasks

Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books, manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.
- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.



- identify financial risks to company
- inspect property
- make decisions
- review data on insurance applications or policies
- use computers to enter, access and retrieve financial data
- write business correspondence

Technology - Examples

Data base user interface and query software

- Database software

Document management software

- FileNet Content Manager

Enterprise resource planning ERP software

- Anodas Software Limited Phoenix
- Consilience Software Maven Insurance Automation Suite
- CSC nbAccelerator
- Fair Isaac Enterprise Decision Management for Insurance
- QualCorp FormsPlus
- SIS SEMCI PARTNER
- Skywire Software InsBridge

Financial analysis software

- Fiserv Advanced Underwriting
- LabOne NET
- NIIT Technologies WinRisk
- RGA AURA
- RGA Facultative Application Console
- Valen Technologies Risk Manager

Internet browser software

- Web browser software

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word

- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- compile data for financial reports
- complete patient bills
- compute financial data
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- maintain account records
- maintain balance sheets
- maintain inventory of office forms
- maintain records, reports, or files
- operate business machines
- prepare billing statements
- prepare cost estimates
- prepare reports
- process account invoices
- reconcile or balance financial records
- resolve customer or public complaints
- use accounting or bookkeeping software
- use accounting terminology
- use computers to enter, access or retrieve data
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence

Technology - Examples



- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers
- Notebook computers
- Personal computers

Labor Market Comparison

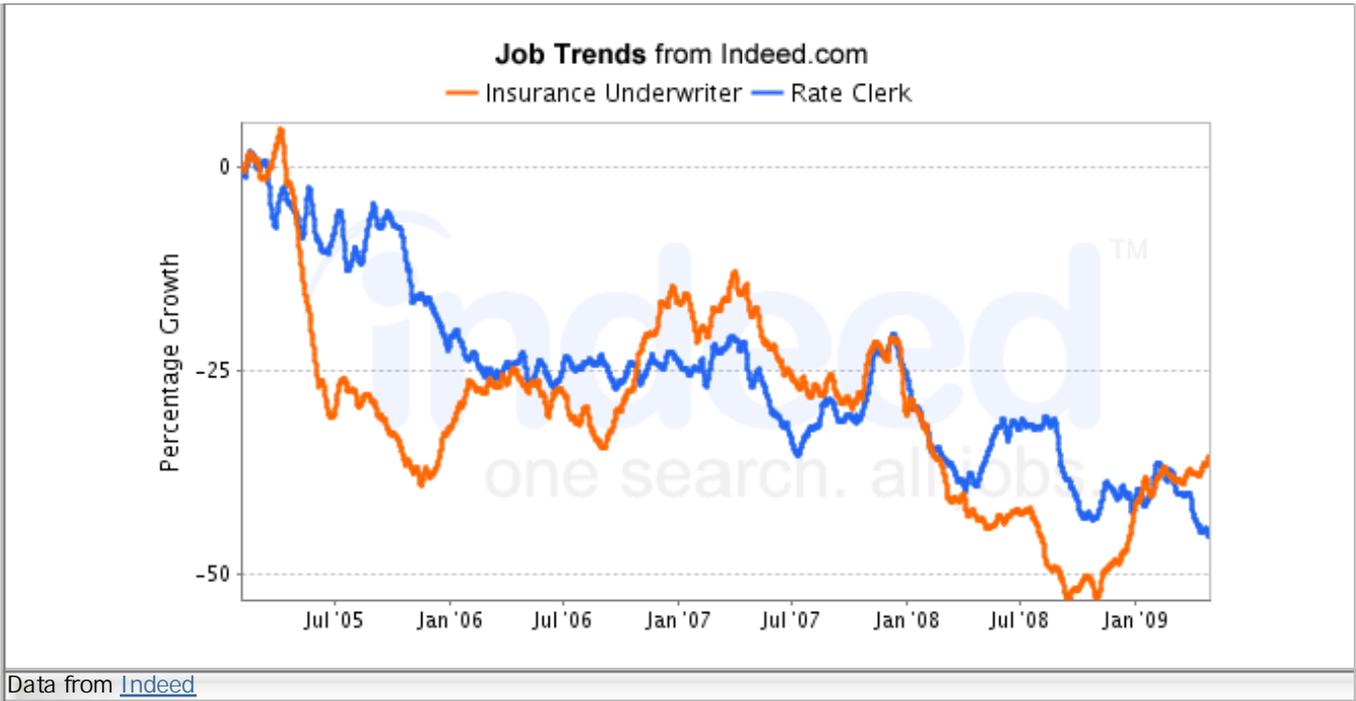
Maine Department of Labor.

Description	Insurance Underwriters	Billing, Cost, and Rate Clerks	Difference
Median Wage	\$ 56,090	\$ 27,580	\$(28,510)
10th Percentile Wage	\$ 35,090	\$ 20,390	\$(14,700)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 70,670	\$ 31,490	\$(39,180)
90th Percentile Wage	\$ 83,880	\$ 36,570	\$(47,310)
Mean Wage	\$ 57,130	\$ 27,790	\$(29,340)
Total Employment - 2061	460	1,990	1,530
Employment Base - 2006	463	2,045	1,582
Projected Employment - 2070	459	2,066	1,607
Projected Job Growth - 2006-2070	-0.9 %	1.0 %	1.9 %
Projected Annual Openings - 2006-2070	12	28	16
Special			

Special Occupations:

National Job Posting Trends

Trend for Insurance Underwriters and Billing, Cost, and Rate Clerks



Programs			
Related Programs			
Accounting Technician			
Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.			
Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
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Special Occupations:

Top Industries for Billing, Cost, and Rate Clerks					
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%



Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%
Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%

Top Industries for Insurance Underwriters

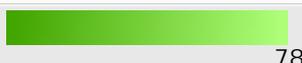
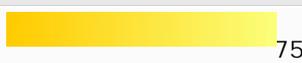
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TORQ Analysis of Insurance Underwriters to Loan Interviewers and Clerks

ANALYSIS INPUT					
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From Title:	Insurance Underwriters	13-2053.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Loan Interviewers and Clerks	43-4131.00	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				Level				Level				
		97				88				93		
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add				
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt	
Speech Clarity	46	7	75	Mathematics	73	23	74	Mathematics	59	10	69	
Speech Recognition	60	5	72					Transportation	9	6	78	
Finger Dexterity	41	7	50									
Oral Expression	60	3	75									
Written Expression	53	2	68									
Information Ordering	50	2	62									
Selective Attention	39	2	50									
LEVEL and IMPT (IMPORTANCE) refer to the Target Loan Interviewers and Clerks. GAP refers to level difference between Insurance Underwriters and Loan Interviewers and Clerks.												

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Insurance Underwriters	Loan Interviewers and Clerks	Importance
Oral Comprehension	60 	60 	 81
Written Comprehension	62 	57 	 78
Oral Expression	57 	60 	 75

Speech Clarity	39	46	75
Speech Recognition	55	60	72
Written Expression	51	53	68
Problem Sensitivity	53	48	68
Near Vision	67	55	68
Deductive Reasoning	64	55	65
Inductive Reasoning	59	48	62
Information Ordering	48	50	62
Mathematical Reasoning	50	46	59
Speed of Closure	44	39	53
Category Flexibility	55	48	50
Number Facility	50	48	50
Flexibility of Closure	57	42	50
Perceptual Speed	37	35	50
Selective Attention	37	39	50
Finger Dexterity	34	41	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Insurance Underwriters	Loan Interviewers and Clerks	Importance
Mathematics	50	73	74

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Insurance Underwriters	Loan Interviewers and Clerks	Importance
Transportation	3	9	78
Mathematics	49	59	69

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Insurance Underwriters	Loan Interviewers and Clerks	Description	Insurance Underwriters	Loan Interviewers and Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	4%	0%
6-8 years	1%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	0%	Master's Degree	0%	0%
2-4 years	27%	17%	Post-Bachelor Cert	0%	0%
1-2 years	30%	39%	Bachelors	12%	3%
6-12 months	7%	22%	AA or Equiv	2%	39%
3-6 months	12%	0%	Some College	19%	14%
1-3 months	0%	0%	Post-Secondary Certificate	27%	13%
0-1 month	0%	0%	High School Diploma or GED	33%	28%
None	3%	18%	No HSD or GED	0%	0%



Insurance Underwriters	Loan Interviewers and Clerks
Most Common Educational/Training Requirement:	
Bachelor's degree	Short-term on-the-job training
Job Zone Comparison	
3 - Job Zone Three: Medium Preparation Needed	2 - Job Zone Two: Some Preparation Needed
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.	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.
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.	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.
Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.	Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Insurance Underwriters	Loan Interviewers and Clerks
Core Tasks	Core Tasks
Generalized Work Activities: <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems. • 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. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. 	Generalized Work Activities: <ul style="list-style-type: none"> • Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • 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. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • 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.
Specific Tasks	Specific Tasks
Occupation Specific Tasks: <ul style="list-style-type: none"> • Authorize reinsurance of policy when risk is high. • Decline excessive risks. • Decrease value of policy when risk is substandard and specify applicable endorsements or apply rating to ensure safe profitable distribution of risks, using reference materials. • Evaluate possibility of losses due to catastrophe or excessive insurance. 	Occupation Specific Tasks: <ul style="list-style-type: none"> • Accept payment on accounts. • Answer questions and advise customers regarding loans and transactions. • Assemble and compile documents for loan closings, such as title abstracts, insurance forms, loan forms, and tax receipts. • Calculate, review, and correct errors on interest, principal, payment, and closing costs, using computers or calculators. • Check value of customer collateral to be



- Examine documents to determine degree of risk from such factors as applicant financial standing and value and condition of property.
- Review company records to determine amount of insurance in force on single risk or group of closely related risks.
- Write to field representatives, medical personnel, and others to obtain further information, quote rates, or explain company underwriting policies.

Detailed Tasks

Detailed Work Activities:

- analyze financial data
- evaluate degree of financial risk
- follow contract, property, or insurance laws
- gather relevant financial data
- identify financial risks to company
- inspect property
- make decisions
- review data on insurance applications or policies
- use computers to enter, access and retrieve financial data
- write business correspondence

Technology - Examples

Data base user interface and query software

- Database software

Document management software

- FileNet Content Manager

Enterprise resource planning ERP software

- Anodas Software Limited Phoenix
- Consilience Software Maven Insurance Automation Suite
- CSC nbAccelerator
- Fair Isaac Enterprise Decision Management for Insurance
- QualCorp FormsPlus
- SIS SEMCI PARTNER
- Skywire Software InsBridge

Financial analysis software

- Fiserv Advanced Underwriting
- LabOne NET
- NIIT Technologies WinRisk
- RGA AURA

check value of customer collateral to be held as loan security.

- Contact credit bureaus, employers, and other sources in order to check applicants' credit and personal references.
- Contact customers by mail, telephone, or in person concerning acceptance or rejection of applications.
- Establish credit limits and grant extensions of credit on overdue accounts.
- File and maintain loan records.
- Interview loan applicants in order to obtain personal and financial data, and to assist in completing applications.
- Order property insurance or mortgage insurance policies in order to ensure protection against loss on mortgaged property.
- Prepare and type loan applications, closing documents, legal documents, letters, forms, government notices, and checks, using computers.
- Present loan and repayment schedules to customers.
- Record applications for loan and credit, loan information, and disbursements of funds, using computers.
- Review customer accounts in order to determine whether payments are made on time and that other loan terms are being followed.
- Schedule and conduct closings of mortgage transactions.
- Submit loan applications with recommendation for underwriting approval.
- Verify and examine information and accuracy of loan application and closing documents.

Detailed Tasks

Detailed Work Activities:

- advise clients or customers
- collect deposit or payment
- compile data for financial reports
- complete information on loan forms
- compute financial data
- compute property equity
- compute taxes
- ensure correct grammar, punctuation, or spelling
- evaluate customer records
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- gather relevant financial data
- interview customers
- maintain account records
- maintain records, reports, or files



<ul style="list-style-type: none"> • RGA Facultative Application Console 	<ul style="list-style-type: none"> • obtain information from individuals
<ul style="list-style-type: none"> • Valen Technologies Risk Manager 	<ul style="list-style-type: none"> • prepare contract documents
Internet browser software	<ul style="list-style-type: none"> • prepare reports
<ul style="list-style-type: none"> • Web browser software 	<ul style="list-style-type: none"> • provide customer service
Presentation software	<ul style="list-style-type: none"> • review loan applications
<ul style="list-style-type: none"> • Microsoft PowerPoint 	<ul style="list-style-type: none"> • schedule meetings or appointments
Spreadsheet software	<ul style="list-style-type: none"> • understand property documents
<ul style="list-style-type: none"> • Microsoft Excel 	<ul style="list-style-type: none"> • use computers to enter, access or retrieve data
<ul style="list-style-type: none"> • Spreadsheet software 	<ul style="list-style-type: none"> • use interviewing procedures
Word processing software	<ul style="list-style-type: none"> • use oral or written communication techniques
<ul style="list-style-type: none"> • Microsoft Word 	<ul style="list-style-type: none"> • use spreadsheet software
<ul style="list-style-type: none"> • Word processing software 	<ul style="list-style-type: none"> • use word processing or desktop publishing software
<ul style="list-style-type: none"> • Microsoft Word 	<ul style="list-style-type: none"> • verify bank or financial transactions
<ul style="list-style-type: none"> • Word processing software 	<ul style="list-style-type: none"> • verify information for credit investigations
<ul style="list-style-type: none"> • Word processing software 	<ul style="list-style-type: none"> • write business correspondence
Tools - Examples	Technology - Examples
<ul style="list-style-type: none"> • 10-key calculators 	
<ul style="list-style-type: none"> • Desktop computers 	
<ul style="list-style-type: none"> • Notebook computers 	
<ul style="list-style-type: none"> • Personal computers 	

Labor Market Comparison

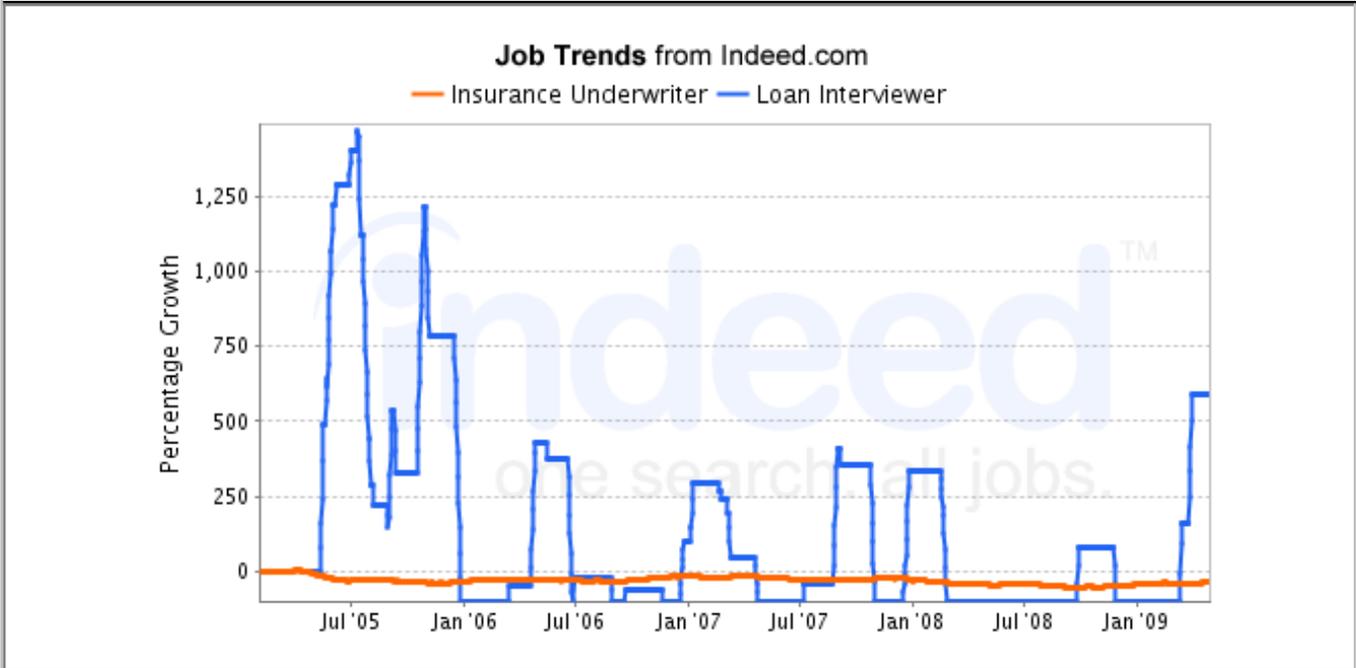
Maine Department of Labor.

Description	Insurance Underwriters	Loan Interviewers and Clerks	Difference
Median Wage	\$ 56,090	\$ 28,060	\$(28,030)
10th Percentile Wage	\$ 35,090	\$ 20,870	\$(14,220)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 70,670	\$ 34,050	\$(36,620)
90th Percentile Wage	\$ 83,880	\$ 39,950	\$(43,930)
Mean Wage	\$ 57,130	\$ 29,150	\$(27,980)
Total Employment - 2061	460	770	310
Employment Base - 2006	463	830	367
Projected Employment - 2070	459	757	298
Projected Job Growth - 2006-2070	-0.9 %	-8.8 %	-7.9 %
Projected Annual Openings - 2006-2070	12	14	2

Special			
Special Occupations:			

National Job Posting Trends

Trend for Insurance Underwriters and Loan Interviewers and Clerks



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

Programs

Related Programs

Banking and Financial Support Services

Banking and Financial Support Services. A program that prepares individuals to perform a wide variety of customer services in banks, insurance agencies, savings and loan companies, and related enterprises. Includes instruction in communications and public relations skills, business equipment operation, and technical skills applicable to the methods and operations of specific financial or insurance services.

Institution	Address	City	URL
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu

Maine Statewide Promotion Opportunities for Insurance Underwriters

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-2053.00	Insurance Underwriters	100	3	460	\$56,090.00	\$0.00	-1%	12	



13-2052.00	Personal Financial Advisors	90	3	360	\$94,100.00	\$38,010.00	10%	13	
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$11,580.00	7%	58	
11-2031.00	Public Relations Managers	84	4	290	\$71,020.00	\$14,930.00	9%	10	
13-2051.00	Financial Analysts	82	4	210	\$71,380.00	\$15,290.00	10%	4	
11-2022.00	Sales Managers	82	4	1,310	\$72,720.00	\$16,630.00	3%	32	
11-2011.00	Advertising and Promotions Managers	81	4	280	\$56,210.00	\$120.00	2%	7	
11-3041.00	Compensation and Benefits Managers	81	3	200	\$68,560.00	\$12,470.00	2%	5	
23-1011.00	Lawyers	81	5	1,910	\$80,120.00	\$24,030.00	6%	73	★
41-9021.00	Real Estate Brokers	81	3	320	\$61,300.00	\$5,210.00	-1%	22	
11-3011.00	Administrative Services Managers	81	4	1,090	\$56,630.00	\$540.00	5%	34	
41-4011.00	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	80	4	720	\$57,210.00	\$1,120.00	4%	20	
11-3071.01	Transportation Managers	80	3	710	\$62,270.00	\$6,180.00	5%	25	★
11-2021.00	Marketing Managers	79	4	570	\$74,560.00	\$18,470.00	7%	17	
13-2031.00	Budget Analysts	79	4	170	\$57,290.00	\$1,200.00	3%	5	

Special Occupations:

Top Industries for Loan Interviewers and Clerks					
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	31.57%	80,818	83,797	3.69%
Depository credit intermediation	522100	31.44%	80,504	70,966	-11.85%
Activities related to credit intermediation	522300	14.34%	36,712	41,100	11.95%
Direct insurance (except life, health, and medical) carriers	524120	3.23%	8,276	7,479	-9.63%



Management of companies and enterprises	551100	2.81%	7,202	7,179	-0.33%
Legal services	541100	2.79%	7,132	6,773	-5.03%
Self-employed workers, primary job	000601	2.09%	5,351	4,929	-7.89%
Activities related to real estate	531300	1.41%	3,603	3,970	10.18%
Offices of real estate agents and brokers	531200	1.06%	2,723	2,868	5.32%
Securities and commodity contracts, brokerages, and exchanges	5231-2	0.82%	2,097	2,706	29.02%
Other financial investment activities	523900	0.70%	1,801	2,194	21.85%
Employment services	561300	0.66%	1,688	1,847	9.43%
Colleges, universities, and professional schools, public and private	611300	0.38%	979	947	-3.27%
Self-employed workers, secondary job	000602	0.38%	963	829	-13.93%
Residential building construction	236100	0.26%	678	660	-2.64%

Top Industries for Insurance Underwriters

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Direct insurance (except life, health, and medical) carriers	524120	42.07%	43,953	47,657	8.43%
Insurance agencies and brokerages	524210	16.05%	16,768	17,887	6.67%
Other insurance related activities	524290	6.10%	6,378	7,189	12.72%
Management of companies and enterprises	551100	3.98%	4,157	4,519	8.71%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	2.35%	2,456	2,777	13.09%
Depository credit intermediation	522100	1.65%	1,729	1,662	-3.85%
Insurance and employee benefit funds	525100	1.18%	1,230	1,429	16.22%
Activities related to credit intermediation	522300	0.87%	908	1,109	22.11%
State government, excluding education and hospitals	929200	0.58%	601	556	-7.46%
Securities and commodity contracts, brokerages, and exchanges	5231-2	0.58%	611	860	40.73%
Employment services	561300	0.30%	317	378	19.35%
Office administrative services	561100	0.18%	191	229	19.57%
Other financial investment activities	523900	0.15%	160	213	32.90%
Management, scientific, and technical consulting services	541600	0.07%	69	116	68.35%



TORQ Analysis of Insurance Underwriters to New Accounts Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Insurance Underwriters	13-2053.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	New Accounts Clerks	43-4141.00	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	90	Level	91		
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add	
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt
Speech Clarity	42	3	75	Mathematics	79	29	91
				Social Perceptiveness	75	18	69
				Operations Analysis	32	8	75
				Active Listening	73	3	93
				Reading Comprehension	68	3	85
LEVEL and IMPT (IMPORTANCE) refer to the Target New Accounts Clerks. GAP refers to level difference between Insurance Underwriters and New Accounts Clerks.							

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Insurance Underwriters	New Accounts Clerks	Importance
Oral Comprehension	60	53	84
Oral Expression	57	57	81
Speech Clarity	39	42	75
Speech Recognition	55	48	72
Problem Sensitivity	53	44	62
Near Vision	67	53	62
Written Comprehension	62	53	59
Information Ordering	48	44	59
Selective Attention	37	34	59



Written Expression	51	41	50
Deductive Reasoning	64	42	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Insurance Underwriters	New Accounts Clerks	Importance
Active Listening	70	73	93
Mathematics	50	79	91
Reading Comprehension	65	68	85
Operations Analysis	24	32	75
Social Perceptiveness	57	75	69
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Insurance Underwriters	New Accounts Clerks	Importance
Mathematics	49	59	75

Experience & Education Comparison				
Related Work Experience Comparison			Required Education Level Comparison	
Description	Insurance Underwriters	New Accounts Clerks	Description	Insurance Underwriters / New Accounts Clerks
10+ years	0%	4%	Doctoral	0% / 0%
8-10 years	0%	0%	Professional Degree	4% / 0%
6-8 years	1%	0%	Post-Masters Cert	0% / 0%
4-6 years	18%	4%	Master's Degree	0% / 0%
2-4 years	27%	17%	Post-Bachelor Cert	0% / 0%
1-2 years	30%	36%	Bachelors	12% / 0%
6-12 months	7%	13%	AA or Equiv	2% / 2%
3-6 months	12%	3%	Some College	19% / 25%
1-3 months	0%	3%	Post-Secondary Certificate	27% / 0%
0-1 month	0%	0%	High School Diploma or GED	33% / 72%
None	3%	17%	No HSD or GED	0% / 0%
Insurance Underwriters		New Accounts Clerks		
Most Common Educational/Training Requirement:				
Bachelor's degree		Work experience in a related occupation		
Job Zone Comparison				
3 - Job Zone Three: Medium Preparation Needed		2 - Job Zone Two: Some Preparation Needed		
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.		Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.		



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Tasks

Insurance Underwriters

Core Tasks

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Specific Tasks

Occupation Specific Tasks:

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- Review company records to determine amount of insurance in force on single risk or group of closely related risks.
- Write to field representatives, medical personnel, and others to obtain further information, quote rates, or explain company underwriting policies.

New Accounts Clerks

Core Tasks

Generalized Work Activities:

- 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.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Answer customers' questions, and explain available services such as deposit accounts, bonds, and securities.
- Collect and record customer deposits and fees, and issue receipts using computers.
- Compile information about new accounts, enter account information into computers, and file related forms or other documents.
- Duplicate records for distribution to branch offices.
- Execute wire transfers of funds.
- Inform customers of procedures for applying for services such as ATM cards, direct deposit of checks, and certificates of deposit.
- Interview customers to obtain information needed for opening accounts or renting safe-deposit boxes.
- Investigate and correct errors upon



Detailed Tasks

Detailed Work Activities:

- analyze financial data
- evaluate degree of financial risk
- follow contract, property, or insurance laws
- gather relevant financial data
- identify financial risks to company
- inspect property
- make decisions
- review data on insurance applications or policies
- use computers to enter, access and retrieve financial data
- write business correspondence

Technology - Examples

Data base user interface and query software

- Database software

Document management software

- FileNet Content Manager

Enterprise resource planning ERP software

- Anodas Software Limited Phoenix
- Consilience Software Maven Insurance Automation Suite
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- RGA Facultative Application Console
- Valen Technologies Risk Manager

Internet browser software

- Web browser software

Presentation software

- Microsoft PowerPoint

Spreadsheet software

customers' request, according to customer and bank records.

- Issue initial and replacement safe-deposit keys to customers, and admit customers to vaults.
- Obtain credit records from reporting agencies.
- Perform foreign currency transactions and sell traveler's checks.
- Perform teller duties as required.
- Refer customers to appropriate bank personnel to meet their financial needs.
- Schedule repairs for locks on safe-deposit boxes.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- collect deposit or payment
- collect fees
- detect discrepancies on records or reports
- explain credit application information
- explain rules, policies or regulations
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- interview customers
- maintain records, reports, or files
- obtain information from individuals
- provide clerical assistance to customers or patients
- provide customer service
- receive or disburse cash related to payments received
- request reports or records
- resolve customer or public complaints
- use computers to enter, access or retrieve data
- use interviewing procedures

Technology - Examples

Customer relationship management CRM software

- IPS-Sendero Relationship Profitability Manager Catalyst

Data base user interface and query software

- Corporate Information Factory CIF

- Data entry software

- Fiserv software

- Harland Financial Solutions DepositPro

Electronic mail software

- Email software



- Microsoft Excel

- Spreadsheet software

Word processing software

- Microsoft Word

- Word processing software

Tools - Examples

- 10-key calculators

- Desktop computers

- Notebook computers

- Personal computers

- IBM Lotus Notes

Enterprise resource planning ERP software

- DCI iCore

Financial analysis software

- Financial needs analysis software

- Systems Union Group MIS DecisionWare

Internet browser software

- Microsoft Internet Explorer

- Web browser software

Office suite software

- Microsoft Office

Presentation software

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Spreadsheet software

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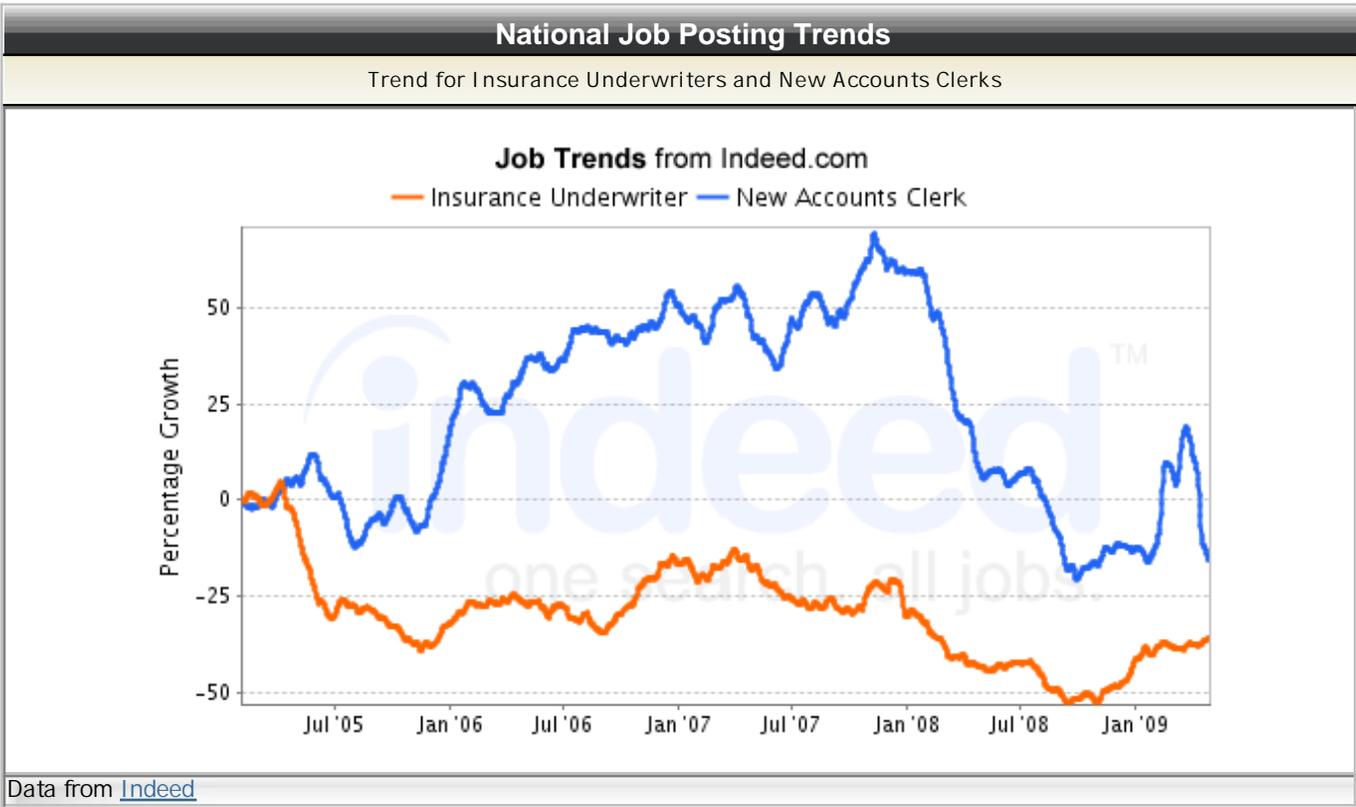
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Employment Base - 2006	463	204	-259
Projected Employment - 2070	459	176	-283
Projected Job Growth - 2006-2070	-0.9 %	-13.7 %	-12.9 %
Projected Annual Openings - 2006-2070	12	6	-6

Special			
Special Occupations:			



Programs

Related Programs

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13-2031.00	Budget Analysts	79	4	170	\$57,290.00	\$1,200.00	3%	5	

Special Occupations:

Top Industries for New Accounts Clerks					
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Depository credit intermediation	522100	90.15%	73,398	59,866	-18.44%
Securities and commodity contracts, brokerages, and exchanges	5231-2	3.05%	2,484	2,965	19.38%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	1.73%	1,408	1,351	-4.06%
Management of companies and enterprises	551100	1.40%	1,143	1,054	-7.78%



Activities related to credit intermediation	522300	0.96%	780	808	3.59%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.28%	227	215	-5.12%
Other financial investment activities	523900	0.24%	192	217	12.74%
Direct insurance (except life, health, and medical) carriers	524120	0.19%	151	127	-16.38%
Employment services	561300	0.11%	90	92	1.25%

Top Industries for Insurance Underwriters

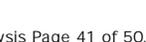
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Direct insurance (except life, health, and medical) carriers	524120	42.07%	43,953	47,657	8.43%
Insurance agencies and brokerages	524210	16.05%	16,768	17,887	6.67%
Other insurance related activities	524290	6.10%	6,378	7,189	12.72%
Management of companies and enterprises	551100	3.98%	4,157	4,519	8.71%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	2.35%	2,456	2,777	13.09%
Depository credit intermediation	522100	1.65%	1,729	1,662	-3.85%
Insurance and employee benefit funds	525100	1.18%	1,230	1,429	16.22%
Activities related to credit intermediation	522300	0.87%	908	1,109	22.11%
State government, excluding education and hospitals	929200	0.58%	601	556	-7.46%
Securities and commodity contracts, brokerages, and exchanges	5231-2	0.58%	611	860	40.73%
Employment services	561300	0.30%	317	378	19.35%
Office administrative services	561100	0.18%	191	229	19.57%
Other financial investment activities	523900	0.15%	160	213	32.90%
Management, scientific, and technical consulting services	541600	0.07%	69	116	68.35%



TORQ Analysis of Insurance Underwriters to Brokerage Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Insurance Underwriters	13-2053.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Brokerage Clerks	43-4011.00	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				84	Level				95
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add						
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt			
Speech Clarity	51	12	72	Speaking	83	14	95	Economics and Accounting	70	29	70			
Selective Attention	42	5	56	Management of Material Resources	21	8	71	Transportation	6	3	77			
Finger Dexterity	39	5	53											
Number Facility	53	3	53											
LEVEL and IMPT (IMPORTANCE) refer to the Target Brokerage Clerks. GAP refers to level difference between Insurance Underwriters and Brokerage Clerks.														

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Insurance Underwriters	Brokerage Clerks	Importance
Written Comprehension	62 	57 	72 
Speech Clarity	39 	51 	72 
Oral Comprehension	60 	57 	68 
Near Vision	67 	59 	68 
Oral Expression	57 	57 	65 
Written Expression	51 	50 	65 
Problem Sensitivity	53 	44 	65 
Speech Recognition	55 	53 	65 
Information Ordering	48 	46 	62 
Deductive Reasoning	64 	53 	59 
Inductive Reasoning	59 	48 	56 
Selective Attention	37 	42 	56 



Mathematical Reasoning	50		46		53	
Number Facility	50		53		53	
Finger Dexterity	34		39		53	
Flexibility of Closure	57		37		50	
Perceptual Speed	37		35		50	

Skill Level Comparison - Abilities with importance scores over 69

Description	Insurance Underwriters	Brokerage Clerks	Importance
Speaking	69	83	95
Management of Material Resources	13	21	71

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Insurance Underwriters	Brokerage Clerks	Importance
Transportation	3	6	77
Economics and Accounting	41	70	70

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Insurance Underwriters	Brokerage Clerks	Description	Insurance Underwriters	Brokerage Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	4%	0%
6-8 years	1%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	12%	Master's Degree	0%	0%
2-4 years	27%	14%	Post-Bachelor Cert	0%	0%
1-2 years	30%	46%	Bachelors	12%	32%
6-12 months	7%	3%	AA or Equiv	2%	13%
3-6 months	12%	2%	Some College	19%	31%
1-3 months	0%	0%	Post-Secondary Certificate	27%	0%
0-1 month	0%	0%	High School Diploma or GED	33%	22%
None	3%	16%	No HSD or GED	0%	0%

Insurance Underwriters

Brokerage Clerks

Most Common Educational/Training Requirement:

Bachelor's degree

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

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.

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Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

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Tasks

Insurance Underwriters

Brokerage Clerks

Core Tasks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- 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.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

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.
- 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.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- 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.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Specific Tasks

Specific Tasks

Occupation Specific Tasks:

- Authorize reinsurance of policy when risk is high.
- Decline excessive risks.
- Decrease value of policy when risk is substandard and specify applicable endorsements or apply rating to ensure safe profitable distribution of risks, using reference materials.
- Evaluate possibility of losses due to catastrophe or excessive insurance.
- Examine documents to determine degree of risk from such factors as applicant financial standing and value and condition of property.
- Review company records to determine amount of insurance in force on single risk or group of closely related risks.
- Write to field representatives, medical personnel, and others to obtain further information, quote rates, or explain company underwriting policies.

Occupation Specific Tasks:

- Compute total holdings, dividends, interest, transfer taxes, brokerage fees, and commissions, and allocate appropriate payments to customers.
- Correspond with customers and confer with coworkers in order to answer inquiries, discuss market fluctuations, and resolve account problems.
- File, type, and operate standard office machines.
- Monitor daily stock prices, and compute fluctuations in order to determine the need for additional collateral to secure loans.
- Prepare forms, such as receipts, withdrawal orders, transmittal papers, and transfer confirmations, based on transaction requests from stockholders.
- Prepare reports summarizing daily transactions and earnings for individual customer accounts.
- Record and document security transactions.

Detailed Tasks



Detailed Work Activities:

- analyze financial data
- evaluate degree of financial risk
- follow contract, property, or insurance laws
- gather relevant financial data
- identify financial risks to company
- inspect property
- make decisions
- review data on insurance applications or policies
- use computers to enter, access and retrieve financial data
- write business correspondence

Technology - Examples

Data base user interface and query software

- Database software

Document management software

- FileNet Content Manager

Enterprise resource planning ERP software

- Anodas Software Limited Phoenix
- Consilience Software Maven Insurance Automation Suite
- CSC nbAccelerator
- Fair Isaac Enterprise Decision Management for Insurance
- QualCorp FormsPlus
- SIS SEMCI PARTNER
- Skywire Software InsBridge

Financial analysis software

- Fiserv Advanced Underwriting
- LabOne NET
- NIIT Technologies WinRisk
- RGA AURA
- RGA Facultative Application Console
- Valen Technologies Risk Manager

Internet browser software

- Web browser software

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel

records and account security transactions, such as purchases, sales, conversions, redemptions, and payments, using computers, accounting ledgers, and certificate records.

- Schedule and coordinate transfer and delivery of security certificates between companies, departments, and customers.
- Verify ownership and transaction information and dividend distribution instructions to ensure conformance with governmental regulations, using stock records and reports.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- arrange delivery schedules
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compute financial data
- compute taxes
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- gather relevant financial data
- maintain account records
- maintain telephone logs
- make decisions
- obtain information from individuals
- operate business machines
- operate calculating devices
- prepare financial reports
- prepare reports
- provide customer service
- reconcile or balance financial records
- resolve customer or public complaints
- use computers to enter, access and retrieve financial data
- use computers to enter, access or retrieve data
- use knowledge of written communication in sales work
- use oral or written communication techniques
- use telephone communication techniques
- verify bank or financial transactions
- write business correspondence

Technology - Examples

Accounting software

- Account management software

Calendar and scheduling software



- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

- 10-key calculators
- Desktop computers
- Notebook computers
- Personal computers

- Scheduling software

Customer relationship management CRM software

- FrontRange Solutions Goldmine software
- Royal Alliance VISION2020 Core

Data base user interface and query software

- Data entry software
- Transaction processing software

Desktop communications software

- Instant messaging software
- Online trading software
- WiredRed Software e/pop Basic

Electronic mail software

- Microsoft Outlook

Financial analysis software

- Bloomberg Professional

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word

Tools - Examples

- 10-key calculators
- Desktop computers
- Personal computers
- Multi-line telephone systems

Labor Market Comparison

Maine Department of Labor.

Description	Insurance Underwriters	Brokerage Clerks	Difference
Median Wage	\$ 56,090	\$ 39,120	\$(- 16,970)

10th Percentile Wage	\$ 35,090	\$ 27,750	\$(7,340)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 70,670	\$ 46,710	\$(23,960)
90th Percentile Wage	\$ 83,880	\$ 59,590	\$(24,290)
Mean Wage	\$ 57,130	\$ 40,490	\$(16,640)
Total Employment - 2061	460	270	-190
Employment Base - 2006	463	259	-204
Projected Employment - 2070	459	225	-234
Projected Job Growth - 2006-2070	-0.9 %	-13.1 %	-12.3 %
Projected Annual Openings - 2006-2070	12	8	-4
Special			

Special Occupations:

National Job Posting Trends

Trend for Insurance Underwriters and Brokerage Clerks



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

Programs

Related Programs

Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Insurance Underwriters

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
13-2053.00	Insurance Underwriters	100	3	460	\$56,090.00	\$0.00	-1%	12	
13-2052.00	Personal Financial Advisors	90	3	360	\$94,100.00	\$38,010.00	10%	13	
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$11,580.00	7%	58	
11-2031.00	Public Relations Managers	84	4	290	\$71,020.00	\$14,930.00	9%	10	
13-2051.00	Financial Analysts	82	4	210	\$71,380.00	\$15,290.00	10%	4	
11-2022.00	Sales Managers	82	4	1,310	\$72,720.00	\$16,630.00	3%	32	
11-2011.00	Advertising and Promotions Managers	81	4	280	\$56,210.00	\$120.00	2%	7	
11-3041.00	Compensation and Benefits Managers	81	3	200	\$68,560.00	\$12,470.00	2%	5	
23-1011.00	Lawyers	81	5	1,910	\$80,120.00	\$24,030.00	6%	73	★
41-9021.00	Real Estate Brokers	81	3	320	\$61,300.00	\$5,210.00	-1%	22	
11-3011.00	Administrative Services Managers	81	4	1,090	\$56,630.00	\$540.00	5%	34	
41-4011.00	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	80	4	720	\$57,210.00	\$1,120.00	4%	20	
11-3071.01	Transportation Managers	80	3	710	\$62,270.00	\$6,180.00	5%	25	★



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Special Occupations:

Top Industries for Brokerage Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Securities and commodity contracts, brokerages, and exchanges	5231-2	63.06%	46,231	58,198	25.89%
Other financial investment activities	523900	12.21%	8,952	11,159	24.66%
Depository credit intermediation	522100	11.86%	8,693	8,623	-0.80%
Management of companies and enterprises	551100	4.55%	3,339	3,405	1.97%
Insurance agencies and brokerages	524210	0.85%	625	625	0.05%
Offices of real estate agents and brokers	531200	0.71%	518	558	7.74%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.58%	428	454	6.07%
Other insurance related activities	524290	0.41%	303	320	5.73%
Employment services	561300	0.29%	210	235	11.95%
Direct insurance (except life, health, and medical) carriers	524120	0.21%	155	143	-7.55%
Local government, excluding education and hospitals	939300	0.20%	146	145	-0.64%
Insurance and employee benefit funds	525100	0.18%	135	148	9.00%

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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)