

# TORQ Analysis of Paralegals and Legal Assistants to License Clerks

| ANALYSIS INPUT     |                                 |            |            |                      |           |
|--------------------|---------------------------------|------------|------------|----------------------|-----------|
| Transfer           | Title                           | O*NET      | Filters    |                      |           |
| From Title:        | Paralegals and Legal Assistants | 23-2011.00 | 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:   |       |             |                      |                               | <b>93</b>        |     |     |
| Ability TORQ  |       | Skills TORQ |                      | Knowledge TORQ                |                  |     |     |
| Level   | 96    | Level       | 91                   | Level                         | 91               |     |     |
| Gaps To Narrow if Possible  |       |             | Upgrade These Skills |                               | Knowledge to Add |     |     |
| Ability   | Level | Gap         | Imp                  | Skill                         | Level            | Gap | Imp |
| No Critical Gaps Recorded!  |       |             |                      | Speaking                      | 76               | 13  | 83  |
|   |       |             |                      | Customer and Personal Service | 88               | 32  | 73  |
|   |       |             |                      | Transportation                | 12               | 2   | 76  |
| <p>LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Paralegals and Legal Assistants and License Clerks.</p> |       |             |                      |                               |                  |     |     |

| ASK ANALYSIS  |                                 |                |            |
|---|---------------------------------|----------------|------------|
| Ability Level Comparison - Abilities with importance scores over 50 |                                 |                |            |
| Description   | Paralegals and Legal Assistants | License Clerks | Importance |
| Oral Comprehension  | 67                              | 51             | 75         |
| Oral Expression   | 66                              | 53             | 75         |
| Written Comprehension   | 69                              | 50             | 72         |
| Written Expression  | 64                              | 48             | 65         |
| Speech Recognition  | 59                              | 41             | 62         |
| Speech Clarity  | 53                              | 44             | 62         |
| Near Vision   | 71                              | 51             | 59         |
| Problem Sensitivity   | 51                              | 42             | 53         |
| Deductive Reasoning   | 59                              | 44             | 50         |
| Inductive Reasoning   | 64                              | 42             | 50         |
| Information Ordering  | 55                              | 44             | 50         |



| Description   | Paralegals and Legal Assistants | License Clerks | Importance |
|---|---------------------------------|----------------|------------|
| Selective Attention   | 42                              | 39             | 50         |
| Skill Level Comparison - Abilities with importance scores over 69     |                                 |                |            |
| Description   | Paralegals and Legal Assistants | License Clerks | Importance |
| Speaking  | 63                              | 76             | 83         |
| Knowledge Level Comparison - Knowledge with importance scores over 69 |                                 |                |            |
| Description   | Paralegals and Legal Assistants | License Clerks | Importance |
| Transportation  | 10                              | 12             | 76         |
| Customer and Personal Service   | 56                              | 88             | 73         |

| Experience & Education Comparison   |                                 |                |   |                                 |                |
|---|---------------------------------|----------------|---|---------------------------------|----------------|
| Related Work Experience Comparison  |                                 |                | Required Education Level Comparison   |                                 |                |
| Description   | Paralegals and Legal Assistants | License Clerks | Description   | Paralegals and Legal Assistants | License Clerks |
| 10+ years   | 0%                              | 0%             | Doctoral  | 0%                              | 0%             |
| 8-10 years  | 1%                              | 0%             | Professional Degree   | 0%                              | 0%             |
| 6-8 years   | 0%                              | 0%             | Post-Masters Cert   | 0%                              | 0%             |
| 4-6 years   | 4%                              | 0%             | Master's Degree   | 0%                              | 0%             |
| 2-4 years   | 37%                             | 24%            | Post-Bachelor Cert  | 0%                              | 0%             |
| 1-2 years   | 26%                             | 25%            | Bachelors   | 29%                             | 0%             |
| 6-12 months   | 16%                             | 10%            | AA or Equiv   | 30%                             | 3%             |
| 3-6 months  | 5%                              | 24%            | Some College  | 23%                             | 37%            |
| 1-3 months  | 1%                              | 0%             | Post-Secondary Certificate  | 5%                              | 5%             |
| 0-1 month   | 0%                              | 0%             | High School Diploma or GED  | 10%                             | 54%            |
| None  | 6%                              | 15%            | No HSD or GED   | 0%                              | 0%             |
| Paralegals and Legal Assistants   |                                 |                | License Clerks  |                                 |                |
| Most Common Educational/Training Requirement:   |                                 |                |   |                                 |                |
| Associate degree  |                                 |                | Short-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

### Paralegals and Legal Assistants

#### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- 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.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

#### Specific Tasks

##### Occupation Specific Tasks:

- Appraise and inventory real and personal property for estate planning.
- Arbitrate disputes between parties and assist in real estate closing process.
- Call upon witnesses to testify at hearing.
- Direct and coordinate law office activity, including delivery of subpoenas.
- Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents.
- Investigate facts and law of cases to determine causes of action and to prepare cases.
- Keep and monitor legal volumes to ensure that law library is up-to-date.
- Prepare affidavits or other documents, maintain document file, and file pleadings with court clerk.
- Prepare legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze existing evidence or facts
- analyze legal questions
- appraise, evaluate, or inventory real property or equipment
- assist with legal research

### 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.



- communicate technical information
- compile evidence for court actions
- compile information for court cases
- compose draft legal pleadings
- conduct legal research
- direct and coordinate activities of workers or staff
- direct serving of legal documents
- examine data against legal precedents
- file documents in court
- follow rules of evidence procedures in legal setting
- maintain legal forms
- maintain records, reports, or files
- make presentations
- mediate or arbitrate disputes
- obtain general information in legal office setting
- organize legal information or records
- organize reference materials
- participate in appeals hearings
- search legal records
- understand legal terminology
- use interviewing procedures
- use knowledge of legal procedural rules
- use oral or written communication techniques
- write legal correspondence
- write legal documents

#### Technology - Examples

##### Access software

- Fastcase

##### Analytical or scientific software

- a la mode WinTOTAL
- Case analysis software
- Dataflight Concordance
- Electronic discovery software
- LexisNexis Applied Discovery
- LexisNexis CaseMap
- LexisNexis CourtLink Strategic Profiles
- Litigation support software
- Uniscribe software
- Wilson's Computer Applications RealEasy Appraisals

##### Categorization or classification software

- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and 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



- Bowne JFS Litigator's Notebook

- LiveNote software

#### Customer relationship management CRM software

- Software Technology PracticeMaster

- Thomson West ProLaw

- Two Step Software Corporate Focus software

#### Data base user interface and query software

- Bridgeway eCounsel

- eTrac software

- LexisNexis CodeMaster

- Microsoft Access

- Practice management software PMS

- Relational database software

- Saga Practice Manager

#### Desk top publishing software

- Blumberg Drafting Libraries

- Dataflight Opticon

- Digital Contracts software

- ProForce Paralegal Pro-Pack

- Sure Will Writer

#### Document management software

- Accutrac software

- Adobe Systems Adobe Acrobat software

- Appligent Citation FDFMerge

- CaseSoft DepPrep

- CaseSoft TextMap

- Document management software

- Electronic transcription management software

- Inmagic DB/TextWorks

- IntelliPDF software

- LexisNexis File and Serve

- LexisNexis HotDocs

- LexisNexis Total Search



- OmniRIM software

- PDF Snake Easy Bates

- Records management software

- Summation Blaze

#### Electronic mail software

- Microsoft Outlook

#### File versioning software

- Zylab Zylmage

#### Information retrieval or search software

- American LegalNet USCourtForms

- dtSearch software

- FindForms

- FindLaw Code of Federal Regulations CFR

- LexisNexis Company Analyzer

- LexisNexis SmartLinx

- Online database search and retrieval software

- Online public records search software

- Online title search and property report software

- Ovid SilverPlatter WebSPIRS

- THOMAS Global Register

- Thomson Saegis

- Thomson West FindLaw

- Westlaw

- Westlaw Real Property Deed Images

#### Internet browser software

- Web browser software

#### Library software

- Computer access catalog software

#### Optical character reader OCR or scanning software

- Optical character recognition software

#### Pattern design software

- CaseSoft TimeMap

#### Presentation software

- Microsoft PowerPoint

#### Spreadsheet software



- Microsoft Excel
- Spreadsheet software
- Transaction server software
- Tumbleweed SecureTransport
- Word processing software
- Corel WordPerfect software
- Legal document software
- Legal MacPac software
- LexisNexis CheckCite
- Microsoft Word
- Word processing software

#### Tools - Examples

- Desktop computers
- Notebook computers
- Optical character recognition equipment
- Personal computers
- Image scanners

## Labor Market Comparison

Maine Department of Labor.

| Description                           | Paralegals and Legal Assistants   | License Clerks | Difference  |
|---------------------------------------|---|----------------|-------------|
| Median Wage                           | \$ 40,260   | \$ 27,650      | \$( 12,610) |
| 10th Percentile Wage                  | \$ 29,810   | \$ 19,340      | \$( 10,470) |
| 25th Percentile Wage                  | N/A   | N/A            | N/A         |
| 75th Percentile Wage                  | \$ 47,840   | \$ 32,310      | \$( 15,530) |
| 90th Percentile Wage                  | \$ 55,810   | \$ 37,730      | \$( 18,080) |
| Mean Wage                             | \$ 41,800   | \$ 27,780      | \$( 14,020) |
| Total Employment - 2155               | 1,010   | 1,190          | 180         |
| Employment Base - 2006                | 1,053   | 1,198          | 145         |
| Projected Employment - 2164           | 1,216   | 1,302          | 86          |
| Projected Job Growth - 2006-2164      | 15.5 %  | 8.7 %          | -6.8 %      |
| Projected Annual Openings - 2006-2164 | 30  | 37             | 7           |
| Special                               |  |                |             |

Special Occupations:



## National Job Posting Trends

Trend for Paralegals and Legal Assistants and License Clerks



Data from [Indeed](#)

## 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 Paralegals and Legal Assistants

| O* NET Code | Title   | Grand TORQ | Job Zone | Employment | Median Wage | Difference  | Growth | Annual Job Openings | Special |
|-------------|---|------------|----------|------------|-------------|-------------|--------|---------------------|---------|
| 23-2011.00  | Paralegals and Legal Assistants                               | 100        | 3        | 1,010      | \$40,260.00 | \$0.00      | 15%    | 30                  | ★       |
| 23-2092.00  | Law Clerks  | 91         | 4        | 50         | \$43,930.00 | \$3,670.00  | -7%    | 1                   |         |
| 13-2053.00  | Insurance Underwriters  | 91         | 3        | 460        | \$56,090.00 | \$15,830.00 | -1%    | 12                  |         |
| 13-1031.01  | Claims Examiners, Property and Casualty Insurance             | 90         | 3        | 1,570      | \$49,360.00 | \$9,100.00  | 3%     | 44                  | ★       |
| 13-1072.00  | Compensation, Benefits, and Job Analysis Specialists          | 89         | 4        | 770        | \$43,900.00 | \$3,640.00  | 8%     | 23                  |         |
| 23-1021.00  | Administrative Law Judges, Adjudicators, and Hearing Officers | 88         | 5        | 120        | \$48,060.00 | \$7,800.00  | 0%     | 0                   |         |
| 23-1011.00  | Lawyers   | 86         | 5        | 1,910      | \$80,120.00 | \$39,860.00 | 6%     | 73                  | ★       |
| 43-5011.00  | Cargo and Freight Agents                                      | 86         | 2        | 170        | \$40,360.00 | \$100.00    | 5%     | 5                   |         |
| 13-2061.00  | Financial Examiners   | 86         | 4        | 120        | \$55,110.00 | \$14,850.00 | 3%     | 2                   |         |
| 25-4011.00  | Archivists  | 85         | 4        | 30         | \$42,460.00 | \$2,200.00  | 5%     | 2                   |         |
| 27-3041.00  | Editors   | 85         | 4        | 450        | \$42,040.00 | \$1,780.00  | -2%    | 16                  |         |
| 11-3011.00  | Administrative Services Managers                              | 84         | 4        | 1,090      | \$56,630.00 | \$16,370.00 | 5%     | 34                  |         |
| 27-3042.00  | Technical Writers   | 84         | 4        | 50         | \$46,060.00 | \$5,800.00  | -8%    | 2                   |         |
| 13-1071.02  | Personnel Recruiters  | 84         | 4        | 610        | \$41,200.00 | \$940.00    | 10%    | 19                  |         |
| 19-3021.00  | Market Research Analysts                                      | 84         | 4        | 200        | \$49,960.00 | \$9,700.00  | 3%     | 2                   |         |

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 Paralegals and Legal Assistants

| Industry   | NAICS  | % of Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Legal services   | 541100 | 70.16%        | 166,770    | 204,347              | 22.53%   |
| Federal government, excluding postal service   | 919999 | 5.84%         | 13,890     | 14,648               | 5.46%    |
| Local government, excluding education and hospitals  | 939300 | 5.12%         | 12,159     | 15,238               | 25.32%   |
| State government, excluding education and hospitals  | 929200 | 3.71%         | 8,817      | 9,652                | 9.47%    |
| Management of companies and enterprises  | 551100 | 1.90%         | 4,524      | 5,819                | 28.60%   |
| Employment services  | 561300 | 1.83%         | 4,353      | 6,146                | 41.19%   |
| Self-employed workers, primary job   | 000601 | 1.68%         | 4,000      | 4,753                | 18.85%   |
| Direct insurance (except life, health, and medical) carriers                                 | 524120 | 1.19%         | 2,827      | 3,296                | 16.60%   |
| Self-employed workers, secondary job   | 000602 | 0.48%         | 1,144      | 1,271                | 11.06%   |
| Depository credit intermediation   | 522100 | 0.37%         | 878        | 998                  | 13.74%   |
| Management, scientific, and technical consulting services                                    | 541600 | 0.35%         | 827        | 1,646                | 99.16%   |
| Other financial investment activities  | 523900 | 0.30%         | 722        | 1,136                | 57.22%   |
| Securities and commodity contracts, brokerages, and exchanges                                | 5231-2 | 0.27%         | 634        | 1,041                | 64.29%   |
| Other nondepository credit intermediation, including real estate credit and consumer lending | 522290 | 0.26%         | 621        | 830                  | 33.78%   |
| Colleges, universities, and professional schools, public and private                         | 611300 | 0.22%         | 533        | 665                  | 24.80%   |

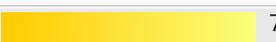
# TORQ Analysis of Paralegals and Legal Assistants to Court Clerks

| ANALYSIS INPUT     |                                 |            |            |                      |           |
|--------------------|---------------------------------|------------|------------|----------------------|-----------|
| Transfer           | Title                           | O*NET      | Filters    |                      |           |
| From Title:        | Paralegals and Legal Assistants | 23-2011.00 | Abilities: | Importance Level: 50 | Weight: 1 |
| To Title:          | Court Clerks                    | 43-4031.01 | 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  | 93    | Level       | 94                   | Level                         | 94               |     |      |
| Gaps To Narrow if Possible   |       |             | Upgrade These Skills |                               | Knowledge to Add |     |      |
| Ability  | Level | Gap         | Impt                 | Skill                         | Level            | Gap | Impt |
| No Critical Gaps Recorded!   |       |             |                      | Speaking                      | 66               | 3   | 70   |
|  |       |             |                      | Active Listening              | 67               | 2   | 75   |
|  |       |             |                      | Customer and Personal Service | 58               | 2   | 75   |
| LEVEL and IMPT (IMPORTANCE) refer to the Target Court Clerks. GAP refers to level difference between Paralegals and Legal Assistants and Court Clerks. |       |             |                      |                               |                  |     |      |

| ASK ANALYSIS  |                                 |              |            |
|---|---------------------------------|--------------|------------|
| Ability Level Comparison - Abilities with importance scores over 50 |                                 |              |            |
| Description   | Paralegals and Legal Assistants | Court Clerks | Importance |
| Oral Comprehension  | 67                              | 57           | 78         |
| Written Comprehension   | 69                              | 59           | 72         |
| Oral Expression   | 66                              | 60           | 72         |
| Written Expression  | 64                              | 55           | 72         |
| Information Ordering  | 55                              | 48           | 68         |
| Near Vision   | 71                              | 69           | 68         |
| Speech Recognition  | 59                              | 53           | 68         |
| Speech Clarity  | 53                              | 46           | 62         |
| Problem Sensitivity   | 51                              | 46           | 53         |
| Deductive Reasoning   | 59                              | 46           | 53         |
| Inductive Reasoning   | 64                              | 42           | 53         |

Skill Level Comparison - Abilities with importance scores over 69

| Description      | Paralegals and Legal Assistants  | Court Clerks  | Importance   |
|------------------|--|---|--|
| Active Listening | 65  | 67  | 75  |
| Speaking         | 63  | 66  | 70  |

Knowledge Level Comparison - Knowledge with importance scores over 69

| Description                   | Paralegals and Legal Assistants  | Court Clerks  | Importance   |
|-------------------------------|--|---|--|
| Customer and Personal Service | 56  | 58  | 75  |

Experience & Education Comparison

| Related Work Experience Comparison |                                 |              | Required Education Level Comparison |                                 |              |
|------------------------------------|---------------------------------|--------------|-------------------------------------|---------------------------------|--------------|
| Description                        | Paralegals and Legal Assistants | Court Clerks | Description                         | Paralegals and Legal Assistants | Court Clerks |
| 10+ years                          | 0%                              | 0%           | Doctoral                            | 0%                              | 0%           |
| 8-10 years                         | 1%                              | 0%           | Professional Degree                 | 0%                              | 0%           |
| 6-8 years                          | 0%                              | 0%           | Post-Masters Cert                   | 0%                              | 0%           |
| 4-6 years                          | 4%                              | 0%           | Master's Degree                     | 0%                              | 0%           |
| 2-4 years                          | 37%                             | 2%           | Post-Bachelor Cert                  | 0%                              | 0%           |
| 1-2 years                          | 26%                             | 8%           | Bachelors                           | 29%                             | 3%           |
| 6-12 months                        | 16%                             | 13%          | AA or Equiv                         | 30%                             | 0%           |
| 3-6 months                         | 5%                              | 25%          | Some College                        | 23%                             | 1%           |
| 1-3 months                         | 1%                              | 2%           | Post-Secondary Certificate          | 5%                              | 1%           |
| 0-1 month                          | 0%                              | 0%           | High School Diploma or GED          | 10%                             | 92%          |
| None                               | 6%                              | 47%          | No HSD or GED                       | 0%                              | 0%           |

Paralegals and Legal Assistants

Court Clerks

Most Common Educational/Training Requirement:

Associate 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

Paralegals and Legal Assistants

Court Clerks



## Core Tasks

## Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- 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.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

## Specific Tasks

## Occupation Specific Tasks:

- Appraise and inventory real and personal property for estate planning.
- Arbitrate disputes between parties and assist in real estate closing process.
- Call upon witnesses to testify at hearing.
- Direct and coordinate law office activity, including delivery of subpoenas.
- Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents.
- Investigate facts and law of cases to determine causes of action and to prepare cases.
- Keep and monitor legal volumes to ensure that law library is up-to-date.
- Prepare affidavits or other documents, maintain document file, and file pleadings with court clerk.
- Prepare legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.

## Detailed Tasks

## Detailed Work Activities:

- analyze existing evidence or facts
- analyze legal questions
- appraise, evaluate, or inventory real property or equipment
- assist with legal research
- communicate technical information
- compile evidence for court actions
- compile information for court cases
- compose draft legal pleadings

## 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 summonses.
- Prepare and mark all applicable court



- conduct legal research
- direct and coordinate activities of workers or staff
- direct serving of legal documents
- examine data against legal precedents
- file documents in court
- follow rules of evidence procedures in legal setting
- maintain legal forms
- maintain records, reports, or files
- make presentations
- mediate or arbitrate disputes
- obtain general information in legal office setting
- organize legal information or records
- organize reference materials
- participate in appeals hearings
- search legal records
- understand legal terminology
- use interviewing procedures
- use knowledge of legal procedural rules
- use oral or written communication techniques
- write legal correspondence
- write legal documents

#### Technology - Examples

##### Access software

- Fastcase

##### Analytical or scientific software

- a la mode WinTOTAL
- Case analysis software
- Dataflight Concordance
- Electronic discovery software
- LexisNexis Applied Discovery
- LexisNexis CaseMap
- LexisNexis CourtLink Strategic Profiles
- Litigation support software
- Uniscribe software
- Wilson's Computer Applications RealEasy Appraisals

##### Categorization or classification software

- Bowne JFS Litigator's Notebook
- LiveNote software

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



Customer relationship management CRM software

- Software Technology PracticeMaster
- Thomson West ProLaw
- Two Step Software Corporate Focus software

Data base user interface and query software

- Bridgeway eCounsel
- eTrac software
- LexisNexis CodeMaster
- Microsoft Access
- Practice management software PMS
- Relational database software
- Saga Practice Manager

Desk top publishing software

- Blumberg Drafting Libraries
- Dataflight Opticon
- Digital Contracts software
- ProForce Paralegal Pro-Pack
- Sure Will Writer

Document management software

- Accutrac software
- Adobe Systems Adobe Acrobat software
- Appligent Citation FDFMerge
- CaseSoft DepPrep
- CaseSoft TextMap
- Document management software
- Electronic transcription management software
- Inmagic DB/TextWorks
- IntelliPDF software
- LexisNexis File and Serve
- LexisNexis HotDocs
- LexisNexis Total Search
- OmniRIM software
- PDF Snake Easy Bates



- Records management software

- Summation Blaze

#### Electronic mail software

- Microsoft Outlook

#### File versioning software

- Zylab Zylmage

#### Information retrieval or search software

- American LegalNet USCourtForms

- dtSearch software

- FindForms

- FindLaw Code of Federal Regulations CFR

- LexisNexis Company Analyzer

- LexisNexis SmartLinx

- Online database search and retrieval software

- Online public records search software

- Online title search and property report software

- Ovid SilverPlatter WebSPIRS

- THOMAS Global Register

- Thomson Saegis

- Thomson West FindLaw

- Westlaw

- Westlaw Real Property Deed Images

#### Internet browser software

- Web browser software

#### Library software

- Computer access catalog software

#### Optical character reader OCR or scanning software

- Optical character recognition software

#### Pattern design software

- CaseSoft TimeMap

#### Presentation software

- Microsoft PowerPoint

#### Spreadsheet software

- Microsoft Excel

- Spreadsheet software



## Transaction server software

- Tumbleweed SecureTransport

## Word processing software

- Corel WordPerfect software
- Legal document software
- Legal MacPac software
- LexisNexis CheckCite
- Microsoft Word
- Word processing software

## Tools - Examples

- Desktop computers
- Notebook computers
- Optical character recognition equipment
- Personal computers
- Image scanners

## Labor Market Comparison

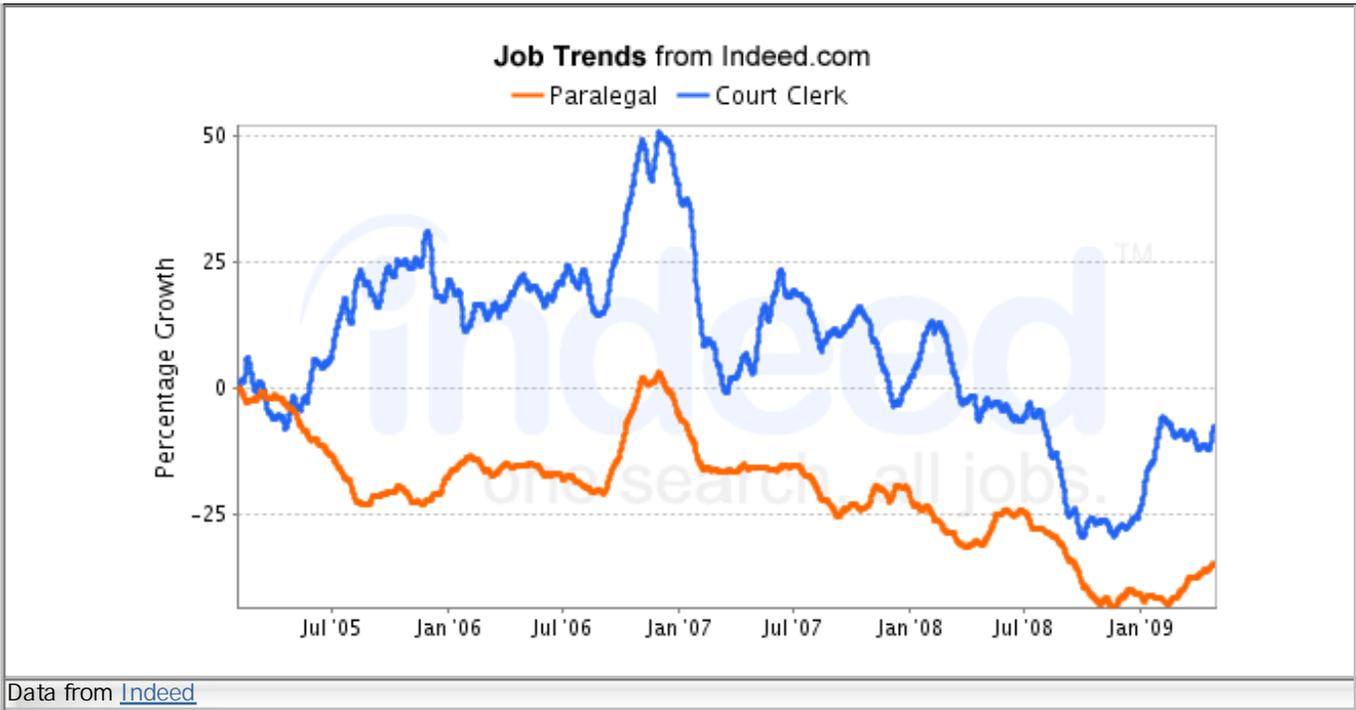
Maine Department of Labor.

| Description                           | Paralegals and Legal Assistants   | Court Clerks | Difference   |
|---------------------------------------|---|--------------|--------------|
| Median Wage                           | \$ 40,260   | \$ 27,650    | \$ ( 12,610) |
| 10th Percentile Wage                  | \$ 29,810   | \$ 19,340    | \$ ( 10,470) |
| 25th Percentile Wage                  | N/A   | N/A          | N/A          |
| 75th Percentile Wage                  | \$ 47,840   | \$ 32,310    | \$ ( 15,530) |
| 90th Percentile Wage                  | \$ 55,810   | \$ 37,730    | \$ ( 18,080) |
| Mean Wage                             | \$ 41,800   | \$ 27,780    | \$ ( 14,020) |
| Total Employment - 2155               | 1,010   | 1,190        | 180          |
| Employment Base - 2006                | 1,053   | 1,198        | 145          |
| Projected Employment - 2164           | 1,216   | 1,302        | 86           |
| Projected Job Growth - 2006-2164      | 15.5 %  | 8.7 %        | -6.8 %       |
| Projected Annual Openings - 2006-2164 | 30  | 37           | 7            |
| Special                               |  |              |              |

Special Occupations:

## National Job Posting Trends

Trend for Paralegals and Legal Assistants and Court Clerks



| Programs   |                |              |  |
|--|----------------|--------------|--|
| Related Programs   |                |              |  |
| Executive Assistant/Secretary  |                |              |  |
| <p>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.</p> |                |              |  |
| 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  |                |              |  |
| <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 Paralegals and Legal Assistants**



| O*NET Code | Title   | Grand TORQ | Job Zone | Employment | Median Wage | Difference  | Growth | Annual Job Openings | Special |
|------------|---|------------|----------|------------|-------------|-------------|--------|---------------------|---------|
| 23-2011.00 | Paralegals and Legal Assistants                               | 100        | 3        | 1,010      | \$40,260.00 | \$0.00      | 15%    | 30                  | ★       |
| 23-2092.00 | Law Clerks  | 91         | 4        | 50         | \$43,930.00 | \$3,670.00  | -7%    | 1                   |         |
| 13-2053.00 | Insurance Underwriters  | 91         | 3        | 460        | \$56,090.00 | \$15,830.00 | -1%    | 12                  |         |
| 13-1031.01 | Claims Examiners, Property and Casualty Insurance             | 90         | 3        | 1,570      | \$49,360.00 | \$9,100.00  | 3%     | 44                  | ★       |
| 13-1072.00 | Compensation, Benefits, and Job Analysis Specialists          | 89         | 4        | 770        | \$43,900.00 | \$3,640.00  | 8%     | 23                  |         |
| 23-1021.00 | Administrative Law Judges, Adjudicators, and Hearing Officers | 88         | 5        | 120        | \$48,060.00 | \$7,800.00  | 0%     | 0                   |         |
| 23-1011.00 | Lawyers   | 86         | 5        | 1,910      | \$80,120.00 | \$39,860.00 | 6%     | 73                  | ★       |
| 43-5011.00 | Cargo and Freight Agents                                      | 86         | 2        | 170        | \$40,360.00 | \$100.00    | 5%     | 5                   |         |
| 13-2061.00 | Financial Examiners   | 86         | 4        | 120        | \$55,110.00 | \$14,850.00 | 3%     | 2                   |         |
| 25-4011.00 | Archivists  | 85         | 4        | 30         | \$42,460.00 | \$2,200.00  | 5%     | 2                   |         |
| 27-3041.00 | Editors   | 85         | 4        | 450        | \$42,040.00 | \$1,780.00  | -2%    | 16                  |         |
| 11-3011.00 | Administrative Services Managers                              | 84         | 4        | 1,090      | \$56,630.00 | \$16,370.00 | 5%     | 34                  |         |
| 27-3042.00 | Technical Writers   | 84         | 4        | 50         | \$46,060.00 | \$5,800.00  | -8%    | 2                   |         |
| 13-1071.02 | Personnel Recruiters  | 84         | 4        | 610        | \$41,200.00 | \$940.00    | 10%    | 19                  |         |
| 19-3021.00 | Market Research Analysts                                      | 84         | 4        | 200        | \$49,960.00 | \$9,700.00  | 3%     | 2                   |         |

Special Occupations:

### Top Industries for Court 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 Paralegals and Legal Assistants

| Industry   | NAICS  | % of Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Legal services   | 541100 | 70.16%        | 166,770    | 204,347              | 22.53%   |
| Federal government, excluding postal service   | 919999 | 5.84%         | 13,890     | 14,648               | 5.46%    |
| Local government, excluding education and hospitals  | 939300 | 5.12%         | 12,159     | 15,238               | 25.32%   |
| State government, excluding education and hospitals  | 929200 | 3.71%         | 8,817      | 9,652                | 9.47%    |
| Management of companies and enterprises  | 551100 | 1.90%         | 4,524      | 5,819                | 28.60%   |
| Employment services  | 561300 | 1.83%         | 4,353      | 6,146                | 41.19%   |
| Self-employed workers, primary job   | 000601 | 1.68%         | 4,000      | 4,753                | 18.85%   |
| Direct insurance (except life, health, and medical) carriers                                 | 524120 | 1.19%         | 2,827      | 3,296                | 16.60%   |
| Self-employed workers, secondary job   | 000602 | 0.48%         | 1,144      | 1,271                | 11.06%   |
| Depository credit intermediation   | 522100 | 0.37%         | 878        | 998                  | 13.74%   |
| Management, scientific, and technical consulting services                                    | 541600 | 0.35%         | 827        | 1,646                | 99.16%   |
| Other financial investment activities  | 523900 | 0.30%         | 722        | 1,136                | 57.22%   |
| Securities and commodity contracts, brokerages, and exchanges                                | 5231-2 | 0.27%         | 634        | 1,041                | 64.29%   |
| Other nondepository credit intermediation, including real estate credit and consumer lending | 522290 | 0.26%         | 621        | 830                  | 33.78%   |
| Colleges, universities, and professional schools, public and private                         | 611300 | 0.22%         | 533        | 665                  | 24.80%   |



| Inductive Reasoning   | 64                              | 48  | 56         |
|---|---------------------------------|---|------------|
| Selective Attention   | 42                              | 37  | 56         |
| Time Sharing  | 37                              | 42  | 53         |
| Skill Level Comparison - Abilities with importance scores over 69     |                                 |   |            |
| Description   | Paralegals and Legal Assistants | Executive Secretaries and Administrative Assistants | Importance |
| Speaking  | 63                              | 70  | 81         |
| Knowledge Level Comparison - Knowledge with importance scores over 69 |                                 |   |            |
| Description   | Paralegals and Legal Assistants | Executive Secretaries and Administrative Assistants | Importance |
| Clerical  | 78                              | 85  | 86         |
| Transportation  | 10                              | 19  | 70         |

| Experience & Education Comparison  |                                 |   |                                     |                                 |   |
|------------------------------------|---------------------------------|---|-------------------------------------|---------------------------------|---|
| Related Work Experience Comparison |                                 |   | Required Education Level Comparison |                                 |   |
| Description                        | Paralegals and Legal Assistants | Executive Secretaries and Administrative Assistants | Description                         | Paralegals and Legal Assistants | Executive Secretaries and Administrative Assistants |
| 10+ years                          | 0%                              | 2%  | Doctoral                            | 0%                              | 0%  |
| 8-10 years                         | 1%                              | 5%  | Professional Degree                 | 0%                              | 0%  |
| 6-8 years                          | 0%                              | 2%  | Post-Masters Cert                   | 0%                              | 0%  |
| 4-6 years                          | 4%                              | 18%   | Master's Degree                     | 0%                              | 0%  |
| 2-4 years                          | 37%                             | 27%   | Post-Bachelor Cert                  | 0%                              | 0%  |
| 1-2 years                          | 26%                             | 10%   | Bachelors                           | 29%                             | 9%  |
| 6-12 months                        | 16%                             | 17%   | AA or Equiv                         | 30%                             | 16%   |
| 3-6 months                         | 5%                              | 7%  | Some College                        | 23%                             | 23%   |
| 1-3 months                         | 1%                              | 0%  | Post-Secondary Certificate          | 5%                              | 5%  |
| 0-1 month                          | 0%                              | 0%  | High School Diploma or GED          | 10%                             | 44%   |
| None                               | 6%                              | 8%  | No HSD or GED                       | 0%                              | 0%  |

|   |   |
|---|---|
| Paralegals and Legal Assistants   | Executive Secretaries and Administrative Assistants   |
| Most Common Educational/Training Requirement:   |   |
| Associate degree  | Moderate-term on-the-job training   |
| Job Zone Comparison   |   |
| 3 - Job Zone Three: Medium Preparation Needed   | 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. | 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.  | 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.   | 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

### Paralegals and Legal Assistants

#### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
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- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

#### Specific Tasks

##### Occupation Specific Tasks:

- Appraise and inventory real and personal property for estate planning.
- Arbitrate disputes between parties and assist in real estate closing process.
- Call upon witnesses to testify at hearing.
- Direct and coordinate law office activity, including delivery of subpoenas.
- Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents.
- Investigate facts and law of cases to determine causes of action and to prepare cases.
- Keep and monitor legal volumes to ensure that law library is up-to-date.
- Prepare affidavits or other documents, maintain document file, and file pleadings with court clerk.
- Prepare legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze existing evidence or facts
- analyze legal questions
- appraise, evaluate, or inventory real property or equipment
- assist with legal research

### Executive Secretaries and Administrative Assistants

#### Core Tasks

##### Generalized Work Activities:

- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

#### Specific Tasks

##### Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.



- communicate technical information
- compile evidence for court actions
- compile information for court cases
- compose draft legal pleadings
- conduct legal research
- direct and coordinate activities of workers or staff
- direct serving of legal documents
- examine data against legal precedents
- file documents in court
- follow rules of evidence procedures in legal setting
- maintain legal forms
- maintain records, reports, or files
- make presentations
- mediate or arbitrate disputes
- obtain general information in legal office setting
- organize legal information or records
- organize reference materials
- participate in appeals hearings
- search legal records
- understand legal terminology
- use interviewing procedures
- use knowledge of legal procedural rules
- use oral or written communication techniques
- write legal correspondence
- write legal documents

#### Technology - Examples

##### Access software

- Fastcase

##### Analytical or scientific software

- a la mode WinTOTAL
- Case analysis software
- Dataflight Concordance
- Electronic discovery software
- LexisNexis Applied Discovery
- LexisNexis CaseMap
- LexisNexis CourtLink Strategic Profiles
- Litigation support software
- Uniscribe software
- Wilson's Computer Applications RealEasy Appraisals

##### Categorization or classification software

- prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

#### Technology - Examples



## Technology - Examples

- Bowne JFS Litigator's Notebook

- LiveNote software

## Customer relationship management CRM software

- Software Technology PracticeMaster

- Thomson West ProLaw

- Two Step Software Corporate Focus software

## Data base user interface and query software

- Bridgeway eCounsel

- eTrac software

- LexisNexis CodeMaster

- Microsoft Access

- Practice management software PMS

- Relational database software

- Saga Practice Manager

## Desk top publishing software

- Blumberg Drafting Libraries

- Dataflight Opticon

- Digital Contracts software

- ProForce Paralegal Pro-Pack

- Sure Will Writer

## Document management software

- Accutrac software

- Adobe Systems Adobe Acrobat software

- Appligent Citation FDFMerge

- CaseSoft DepPrep

- CaseSoft TextMap

- Document management software

- Electronic transcription management software

- Inmagic DB/TextWorks

- IntelliPDF software

- LexisNexis File and Serve

- LexisNexis HotDocs

- LexisNexis Total Search



- OmniRIM software

- PDF Snake Easy Bates

- Records management software

- Summation Blaze

#### Electronic mail software

- Microsoft Outlook

#### File versioning software

- Zylab Zylmage

#### Information retrieval or search software

- American LegalNet USCourtForms

- dtSearch software

- FindForms

- FindLaw Code of Federal Regulations CFR

- LexisNexis Company Analyzer

- LexisNexis SmartLinx

- Online database search and retrieval software

- Online public records search software

- Online title search and property report software

- Ovid SilverPlatter WebSPIRS

- THOMAS Global Register

- Thomson Saegis

- Thomson West FindLaw

- Westlaw

- Westlaw Real Property Deed Images

#### Internet browser software

- Web browser software

#### Library software

- Computer access catalog software

#### Optical character reader OCR or scanning software

- Optical character recognition software

#### Pattern design software

- CaseSoft TimeMap

#### Presentation software

- Microsoft PowerPoint

#### Spreadsheet software



- Microsoft Excel
- Spreadsheet software
- Transaction server software
- Tumbleweed SecureTransport
- Word processing software
- Corel WordPerfect software
- Legal document software
- Legal MacPac software
- LexisNexis CheckCite
- Microsoft Word
- Word processing software

#### Tools - Examples

- Desktop computers
- Notebook computers
- Optical character recognition equipment
- Personal computers
- Image scanners

## Labor Market Comparison

Maine Department of Labor.

| Description                      | Paralegals and Legal Assistants | Executive Secretaries and Administrative Assistants | Difference |
|----------------------------------|---------------------------------|---|------------|
| Median Wage                      | \$ 40,260                       | \$ 38,830   | \$(1,430)  |
| 10th Percentile Wage             | \$ 29,810                       | \$ 28,230   | \$(1,580)  |
| 25th Percentile Wage             | N/A                             | N/A   | N/A        |
| 75th Percentile Wage             | \$ 47,840                       | \$ 46,250   | \$(1,590)  |
| 90th Percentile Wage             | \$ 55,810                       | \$ 53,530   | \$(2,280)  |
| Mean Wage                        | \$ 41,800                       | \$ 40,210   | \$(1,590)  |
| Total Employment - 2155          | 1,010                           | 3,330   | 2,320      |
| Employment Base - 2006           | 1,053                           | 3,533   | 2,480      |
| Projected Employment - 2164      | 1,216                           | 3,733   | 2,517      |
| Projected Job Growth - 2006-2164 | 15.5 %                          | 5.7 %   | -9.8 %     |



|                                       |    |    |    |
|---------------------------------------|----|----|----|
| Projected Annual Openings - 2006-2164 | 30 | 76 | 46 |
| Special                               | ★  |    |    |
| Special Occupations:                  |    |    |    |

## National Job Posting Trends

Trend for Paralegals and Legal Assistants and Executive Secretaries and Administrative Assistants



Data from [Indeed](#)

## Programs

### Related Programs

Administrative and Secretarial Services, Other

Business Operations Support and Secretarial Services, Other. Any instructional program in administrative and secretarial services not listed above.

No information on schools for the program

Administrative Assistant/Secretarial Science, Gene

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

| Institution                     | Address        | City   | URL  |
|---------------------------------|----------------|--------|--|
| Central Maine Community College | 1250 Turner St | Auburn | <a href="http://www.cmcc.edu">www.cmcc.edu</a> |
| Central Maine Community College | 1250 Turner St | Auburn | <a href="http://www.cmcc.edu">www.cmcc.edu</a> |
| Eastern Maine Community College | 354 Hogan Rd   | Bangor | <a href="http://www.emcc.edu">www.emcc.edu</a> |
| Eastern Maine Community College | 354 Hogan Rd   | Bangor | <a href="http://www.emcc.edu">www.emcc.edu</a> |



|                 |                    |          |  |
|-----------------|--------------------|----------|--|
| Beal College    | 99 Farm Road       | Bangor   | <a href="http://bealcollege.edu">bealcollege.edu</a>               |
| Beal College    | 99 Farm Road       | Bangor   | <a href="http://bealcollege.edu">bealcollege.edu</a>               |
| Andover College | 901 Washington Ave | Portland | <a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a> |
| Andover College | 901 Washington Ave | Portland | <a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a> |

## Executive Assistant/Executive 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>       |

## Medical Administrative/Executive Assistant and Medical Secretary

Medical Administrative/Executive Assistant and Medical Secretary. A program that prepares individuals to perform the duties of special assistants and personal secretaries for practicing physicians and nurses, health care facilities and services administrators, and other health care professionals. Includes instruction in business and medical communications, medical terminology, principles of health care operations, public relations and interpersonal communications, software applications, record-keeping and filing systems, scheduling and meeting planning, applicable policy and regulations, and professional standards and ethics.

| Institution                         | Address           | City         | URL  |
|-------------------------------------|-------------------|--------------|--|
| Beal College                        | 99 Farm Road      | Bangor       | <a href="http://bealcollege.edu">bealcollege.edu</a> |
| Washington County Community College | One College Drive | Calais       | <a href="http://www.wccc.me.edu">www.wccc.me.edu</a> |
| 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>       |

## Maine Statewide Promotion Opportunities for Paralegals and Legal Assistants

| O*NET Code | Title                           | Grand TORQ | Job Zone | Employment | Median Wage | Difference | Growth | Annual Job Openings | Special |
|------------|---------------------------------|------------|----------|------------|-------------|------------|--------|---------------------|---------|
| 23-2011.00 | Paralegals and Legal Assistants | 100        | 3        | 1,010      | \$40,260.00 | \$0.00     | 15%    | 30                  | ★       |
| 23-2092.00 | Law Clerks                      | 91         | 4        | 50         | \$43,930.00 | \$3,670.00 | -7%    | 1                   |         |



|            |   |    |   |       |             |             |     |    |   |
|------------|---|----|---|-------|-------------|-------------|-----|----|---|
| 13-2053.00 | Insurance Underwriters  | 91 | 3 | 460   | \$56,090.00 | \$15,830.00 | -1% | 12 |   |
| 13-1031.01 | Claims Examiners, Property and Casualty Insurance             | 90 | 3 | 1,570 | \$49,360.00 | \$9,100.00  | 3%  | 44 | ★ |
| 13-1072.00 | Compensation, Benefits, and Job Analysis Specialists          | 89 | 4 | 770   | \$43,900.00 | \$3,640.00  | 8%  | 23 |   |
| 23-1021.00 | Administrative Law Judges, Adjudicators, and Hearing Officers | 88 | 5 | 120   | \$48,060.00 | \$7,800.00  | 0%  | 0  |   |
| 23-1011.00 | Lawyers   | 86 | 5 | 1,910 | \$80,120.00 | \$39,860.00 | 6%  | 73 | ★ |
| 43-5011.00 | Cargo and Freight Agents                                      | 86 | 2 | 170   | \$40,360.00 | \$100.00    | 5%  | 5  |   |
| 13-2061.00 | Financial Examiners   | 86 | 4 | 120   | \$55,110.00 | \$14,850.00 | 3%  | 2  |   |
| 25-4011.00 | Archivists  | 85 | 4 | 30    | \$42,460.00 | \$2,200.00  | 5%  | 2  |   |
| 27-3041.00 | Editors   | 85 | 4 | 450   | \$42,040.00 | \$1,780.00  | -2% | 16 |   |
| 11-3011.00 | Administrative Services Managers                              | 84 | 4 | 1,090 | \$56,630.00 | \$16,370.00 | 5%  | 34 |   |
| 27-3042.00 | Technical Writers   | 84 | 4 | 50    | \$46,060.00 | \$5,800.00  | -8% | 2  |   |
| 13-1071.02 | Personnel Recruiters  | 84 | 4 | 610   | \$41,200.00 | \$940.00    | 10% | 19 |   |
| 19-3021.00 | Market Research Analysts                                      | 84 | 4 | 200   | \$49,960.00 | \$9,700.00  | 3%  | 2  |   |

Special Occupations:

| Top Industries for Executive Secretaries and Administrative Assistants |        |               |            |                      |          |
|--|--------|---------------|------------|----------------------|----------|
| Industry   | NAICS  | % of Industry | Employment | Projected Employment | % Change |
| Colleges, universities, and professional schools, public and private   | 611300 | 7.38%         | 119,439    | 133,621              | 11.87%   |
| Local government, excluding education and hospitals                    | 939300 | 5.49%         | 88,827     | 99,787               | 12.34%   |
| Employment services  | 561300 | 4.29%         | 69,361     | 76,681               | 10.55%   |
| Management of companies and enterprises                                | 551100 | 3.62%         | 58,636     | 67,595               | 15.28%   |
| State government, excluding education and hospitals                    | 929200 | 3.53%         | 57,128     | 56,059               | -1.87%   |
| Elementary and secondary schools, public and private                   | 611100 | 3.24%         | 52,433     | 55,255               | 5.38%    |



|  |        |       |        |        |        |
|--|--------|-------|--------|--------|--------|
| Religious organizations  | 813100 | 2.80% | 45,249 | 54,302 | 20.01% |
| General medical and surgical hospitals, public and private     | 622100 | 2.58% | 41,709 | 46,176 | 10.71% |
| Depository credit intermediation                               | 522100 | 2.22% | 35,965 | 36,667 | 1.95%  |
| Management, scientific, and technical consulting services      | 541600 | 2.20% | 35,675 | 63,689 | 78.52% |
| Accounting, tax preparation, bookkeeping, and payroll services | 541200 | 1.78% | 28,749 | 34,097 | 18.60% |
| Offices of physicians  | 621100 | 1.67% | 26,996 | 34,010 | 25.98% |
| Other financial investment activities                          | 523900 | 1.36% | 21,943 | 30,924 | 40.93% |
| Computer systems design and related services                   | 541500 | 1.32% | 21,281 | 28,732 | 35.02% |
| Securities and commodity contracts, brokerages, and exchanges  | 5231-2 | 1.32% | 21,329 | 31,616 | 48.23% |

### Top Industries for Paralegals and Legal Assistants

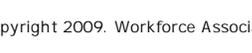
| Industry   | NAICS  | % of Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Legal services   | 541100 | 70.16%        | 166,770    | 204,347              | 22.53%   |
| Federal government, excluding postal service   | 919999 | 5.84%         | 13,890     | 14,648               | 5.46%    |
| Local government, excluding education and hospitals  | 939300 | 5.12%         | 12,159     | 15,238               | 25.32%   |
| State government, excluding education and hospitals  | 929200 | 3.71%         | 8,817      | 9,652                | 9.47%    |
| Management of companies and enterprises  | 551100 | 1.90%         | 4,524      | 5,819                | 28.60%   |
| Employment services  | 561300 | 1.83%         | 4,353      | 6,146                | 41.19%   |
| Self-employed workers, primary job   | 000601 | 1.68%         | 4,000      | 4,753                | 18.85%   |
| Direct insurance (except life, health, and medical) carriers                                 | 524120 | 1.19%         | 2,827      | 3,296                | 16.60%   |
| Self-employed workers, secondary job   | 000602 | 0.48%         | 1,144      | 1,271                | 11.06%   |
| Depository credit intermediation   | 522100 | 0.37%         | 878        | 998                  | 13.74%   |
| Management, scientific, and technical consulting services                                    | 541600 | 0.35%         | 827        | 1,646                | 99.16%   |
| Other financial investment activities  | 523900 | 0.30%         | 722        | 1,136                | 57.22%   |
| Securities and commodity contracts, brokerages, and exchanges                                | 5231-2 | 0.27%         | 634        | 1,041                | 64.29%   |
| Other nondepository credit intermediation, including real estate credit and consumer lending | 522290 | 0.26%         | 621        | 830                  | 33.78%   |
| Colleges, universities, and professional schools, public and private                         | 611300 | 0.22%         | 533        | 665                  | 24.80%   |



# TORQ Analysis of Paralegals and Legal Assistants to Insurance Claims Clerks

| ANALYSIS INPUT     |                                 |            |            |                      |           |
|--------------------|---------------------------------|------------|------------|----------------------|-----------|
| Transfer           | Title                           | O*NET      | Filters    |                      |           |
| From Title:        | Paralegals and Legal Assistants | 23-2011.00 | 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  |  | Level  |  | Level            |  |     |      |                          |       |     |      |
|  | 97  |  | 94  |                  | 89  |     |      |                          |       |     |      |
| 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!   |   |  |   | Science          | 5   | 4   | 75   | Transportation           | 20    | 10  | 79   |
|  |   |  |   |                  |   |     |      | Economics and Accounting | 36    | 4   | 83   |
| LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Paralegals and Legal Assistants and Insurance Claims Clerks. |   |  |   |                  |   |     |      |                          |       |     |      |

| ASK ANALYSIS  |  |   |  |
|---|--|---|--|
| Ability Level Comparison - Abilities with importance scores over 50 |  |   |  |
| Description   | Paralegals and Legal Assistants  | Insurance Claims Clerks   | Importance   |
| Written Comprehension   | 69  | 55  | 78  |
| Oral Expression   | 66  | 57  | 72  |
| Speech Recognition  | 59  | 53  | 72  |
| Oral Comprehension  | 67  | 53  | 68  |
| Speech Clarity  | 53  | 46  | 68  |
| Written Expression  | 64  | 48  | 65  |
| Near Vision   | 71  | 57  | 65  |
| Information Ordering  | 55  | 48  | 62  |
| Deductive Reasoning   | 59  | 46  | 59  |
| Selective Attention   | 42  | 32  | 56  |
| Problem Sensitivity   | 51  | 41  | 50  |



| Inductive Reasoning   | 64                              | 46                      | 50         |
|---|---------------------------------|-------------------------|------------|
| Category Flexibility  | 57                              | 39                      | 50         |
| Skill Level Comparison - Abilities with importance scores over 69     |                                 |                         |            |
| Description   | Paralegals and Legal Assistants | Insurance Claims Clerks | Importance |
| Science   | 1                               | 5                       | 75         |
| Knowledge Level Comparison - Knowledge with importance scores over 69 |                                 |                         |            |
| Description   | Paralegals and Legal Assistants | Insurance Claims Clerks | Importance |
| Economics and Accounting  | 32                              | 36                      | 83         |
| Transportation  | 10                              | 20                      | 79         |

| Experience & Education Comparison  |                                 |                         |  |                                 |                         |
|--|---------------------------------|-------------------------|--|---------------------------------|-------------------------|
| Related Work Experience Comparison   |                                 |                         | Required Education Level Comparison  |                                 |                         |
| Description  | Paralegals and Legal Assistants | Insurance Claims Clerks | Description  | Paralegals and Legal Assistants | Insurance Claims Clerks |
| 10+ years  | 0%                              | 2%                      | Doctoral   | 0%                              | 0%                      |
| 8-10 years   | 1%                              | 0%                      | Professional Degree  | 0%                              | 0%                      |
| 6-8 years  | 0%                              | 0%                      | Post-Masters Cert  | 0%                              | 0%                      |
| 4-6 years  | 4%                              | 0%                      | Master's Degree  | 0%                              | 2%                      |
| 2-4 years  | 37%                             | 27%                     | Post-Bachelor Cert   | 0%                              | 0%                      |
| 1-2 years  | 26%                             | 20%                     | Bachelors  | 29%                             | 0%                      |
| 6-12 months  | 16%                             | 14%                     | AA or Equiv  | 30%                             | 5%                      |
| 3-6 months   | 5%                              | 5%                      | Some College   | 23%                             | 32%                     |
| 1-3 months   | 1%                              | 15%                     | Post-Secondary Certificate   | 5%                              | 6%                      |
| 0-1 month  | 0%                              | 4%                      | High School Diploma or GED   | 10%                             | 53%                     |
| None   | 6%                              | 9%                      | No HSD or GED  | 0%                              | 0%                      |
| Paralegals and Legal Assistants  |                                 |                         | Insurance Claims Clerks  |                                 |                         |
| Most Common Educational/Training Requirement:  |                                 |                         |  |                                 |                         |
| Associate 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>  |                                 |                         |
| <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>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>   |                                 |                         |



## Tasks

### Paralegals and Legal Assistants

#### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- 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.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

#### Specific Tasks

##### Occupation Specific Tasks:

- Appraise and inventory real and personal property for estate planning.
- Arbitrate disputes between parties and assist in real estate closing process.
- Call upon witnesses to testify at hearing.
- Direct and coordinate law office activity, including delivery of subpoenas.
- Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents.
- Investigate facts and law of cases to determine causes of action and to prepare cases.
- Keep and monitor legal volumes to ensure that law library is up-to-date.
- Prepare affidavits or other documents, maintain document file, and file pleadings with court clerk.
- Prepare legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze existing evidence or facts
- analyze legal questions
- appraise, evaluate, or inventory real property or equipment
- assist with legal research

### 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



- communicate technical information
- compile evidence for court actions
- compile information for court cases
- compose draft legal pleadings
- conduct legal research
- direct and coordinate activities of workers or staff
- direct serving of legal documents
- examine data against legal precedents
- file documents in court
- follow rules of evidence procedures in legal setting
- maintain legal forms
- maintain records, reports, or files
- make presentations
- mediate or arbitrate disputes
- obtain general information in legal office setting
- organize legal information or records
- organize reference materials
- participate in appeals hearings
- search legal records
- understand legal terminology
- use interviewing procedures
- use knowledge of legal procedural rules
- use oral or written communication techniques
- write legal correspondence
- write legal documents

#### Technology - Examples

##### Access software

- Fastcase

##### Analytical or scientific software

- a la mode WinTOTAL
- Case analysis software
- Dataflight Concordance
- Electronic discovery software
- LexisNexis Applied Discovery
- LexisNexis CaseMap
- LexisNexis CourtLink Strategic Profiles
- Litigation support software
- Uniscribe software
- Wilson's Computer Applications RealEasy Appraisals

##### Categorization or classification software

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

#### Technology - Examples

##### Accounting software

- Billing software

##### Data base user interface and query software

- Alpha Software Alpha Five
- Automated information system software
- Claim processing system software

- Data entry software

- Database software

- IBM Check Processing Control System CPSC

- St. Paul Travelers e-CARMA

##### Internet browser software

- Web browser software

##### Office suite software

- Microsoft Office

##### Spreadsheet software

- Microsoft Excel
- Spreadsheet software

##### Word processing software

- Microsoft Word
- Word processing software

#### Tools - Examples



- Bowne JFS Litigator's Notebook

- LiveNote software

#### Customer relationship management CRM software

- Software Technology PracticeMaster

- Thomson West ProLaw

- Two Step Software Corporate Focus software

#### Data base user interface and query software

- Bridgeway eCounsel

- eTrac software

- LexisNexis CodeMaster

- Microsoft Access

- Practice management software PMS

- Relational database software

- Saga Practice Manager

#### Desk top publishing software

- Blumberg Drafting Libraries

- Dataflight Opticon

- Digital Contracts software

- ProForce Paralegal Pro-Pack

- Sure Will Writer

#### Document management software

- Accutrac software

- Adobe Systems Adobe Acrobat software

- Appligent Citation FDFMerge

- CaseSoft DepPrep

- CaseSoft TextMap

- Document management software

- Electronic transcription management software

- Inmagic DB/TextWorks

- IntelliPDF software

- LexisNexis File and Serve

- LexisNexis HotDocs

- LexisNexis Total Search

- 10-key calculators

- Desktop computers

- Dictation machines

- Personal computers



- OmniRIM software

- PDF Snake Easy Bates

- Records management software

- Summation Blaze

#### Electronic mail software

- Microsoft Outlook

#### File versioning software

- Zylab Zylmage

#### Information retrieval or search software

- American LegalNet USCourtForms

- dtSearch software

- FindForms

- FindLaw Code of Federal Regulations CFR

- LexisNexis Company Analyzer

- LexisNexis SmartLinx

- Online database search and retrieval software

- Online public records search software

- Online title search and property report software

- Ovid SilverPlatter WebSPIRS

- THOMAS Global Register

- Thomson Saegis

- Thomson West FindLaw

- Westlaw

- Westlaw Real Property Deed Images

#### Internet browser software

- Web browser software

#### Library software

- Computer access catalog software

#### Optical character reader OCR or scanning software

- Optical character recognition software

#### Pattern design software

- CaseSoft TimeMap

#### Presentation software

- Microsoft PowerPoint

#### Spreadsheet software



- Microsoft Excel
- Spreadsheet software
- Transaction server software
- Tumbleweed SecureTransport
- Word processing software
- Corel WordPerfect software
- Legal document software
- Legal MacPac software
- LexisNexis CheckCite
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| 10th Percentile Wage                  | \$ 29,810                       | \$ 24,090               | \$( 5,720)  |
| 25th Percentile Wage                  | N/A                             | N/A                     | N/A         |
| 75th Percentile Wage                  | \$ 47,840                       | \$ 36,980               | \$( 10,860) |
| 90th Percentile Wage                  | \$ 55,810                       | \$ 42,620               | \$( 13,190) |
| Mean Wage                             | \$ 41,800                       | \$ 32,190               | \$( 9,610)  |
| Total Employment - 2155               | 1,010                           | 1,810                   | 800         |
| Employment Base - 2006                | 1,053                           | 1,849                   | 796         |
| Projected Employment - 2164           | 1,216                           | 1,699                   | 483         |
| Projected Job Growth - 2006-2164      | 15.5 %                          | -8.1 %                  | -23.6 %     |
| Projected Annual Openings - 2006-2164 | 30                              | 22                      | -8          |
| Special                               | ★                               |                         |             |



## Special Occupations:

## National Job Posting Trends

Trend for Paralegals and Legal Assistants 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 | <a href="http://www.nmcc.edu">www.nmcc.edu</a> |

## Maine Statewide Promotion Opportunities for Paralegals and Legal Assistants

| O*NET Code | Title                           | Grand TORQ | Job Zone | Employment | Median Wage | Difference | Growth | Annual Job Openings | Special |
|------------|---------------------------------|------------|----------|------------|-------------|------------|--------|---------------------|---------|
| 23-2011.00 | Paralegals and Legal Assistants | 100        | 3        | 1,010      | \$40,260.00 | \$0.00     | 15%    | 30                  | ★       |
| 23-2092.00 | Law Clerks                      | 91         | 4        | 50         | \$43,930.00 | \$3,670.00 | -7%    | 1                   |         |



|            |   |    |   |       |             |             |     |    |   |
|------------|---|----|---|-------|-------------|-------------|-----|----|---|
| 13-2053.00 | Insurance Underwriters  | 91 | 3 | 460   | \$56,090.00 | \$15,830.00 | -1% | 12 |   |
| 13-1031.01 | Claims Examiners, Property and Casualty Insurance             | 90 | 3 | 1,570 | \$49,360.00 | \$9,100.00  | 3%  | 44 | ★ |
| 13-1072.00 | Compensation, Benefits, and Job Analysis Specialists          | 89 | 4 | 770   | \$43,900.00 | \$3,640.00  | 8%  | 23 |   |
| 23-1021.00 | Administrative Law Judges, Adjudicators, and Hearing Officers | 88 | 5 | 120   | \$48,060.00 | \$7,800.00  | 0%  | 0  |   |
| 23-1011.00 | Lawyers   | 86 | 5 | 1,910 | \$80,120.00 | \$39,860.00 | 6%  | 73 | ★ |
| 13-2061.00 | Financial Examiners   | 86 | 4 | 120   | \$55,110.00 | \$14,850.00 | 3%  | 2  |   |
| 43-5011.00 | Cargo and Freight Agents                                      | 86 | 2 | 170   | \$40,360.00 | \$100.00    | 5%  | 5  |   |
| 25-4011.00 | Archivists  | 85 | 4 | 30    | \$42,460.00 | \$2,200.00  | 5%  | 2  |   |
| 27-3041.00 | Editors   | 85 | 4 | 450   | \$42,040.00 | \$1,780.00  | -2% | 16 |   |
| 11-3011.00 | Administrative Services Managers                              | 84 | 4 | 1,090 | \$56,630.00 | \$16,370.00 | 5%  | 34 |   |
| 27-3042.00 | Technical Writers   | 84 | 4 | 50    | \$46,060.00 | \$5,800.00  | -8% | 2  |   |
| 13-2072.00 | Loan Officers   | 84 | 3 | 1,450 | \$49,380.00 | \$9,120.00  | 9%  | 29 |   |
| 13-1071.02 | Personnel Recruiters  | 84 | 4 | 610   | \$41,200.00 | \$940.00    | 10% | 19 |   |

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 Paralegals and Legal Assistants

| Industry   | NAICS  | % of Industry | Employment | Projected Employment | % Change |
|--|--------|---------------|------------|----------------------|----------|
| Legal services   | 541100 | 70.16%        | 166,770    | 204,347              | 22.53%   |
| Federal government, excluding postal service   | 919999 | 5.84%         | 13,890     | 14,648               | 5.46%    |
| Local government, excluding education and hospitals  | 939300 | 5.12%         | 12,159     | 15,238               | 25.32%   |
| State government, excluding education and hospitals  | 929200 | 3.71%         | 8,817      | 9,652                | 9.47%    |
| Management of companies and enterprises  | 551100 | 1.90%         | 4,524      | 5,819                | 28.60%   |
| Employment services  | 561300 | 1.83%         | 4,353      | 6,146                | 41.19%   |
| Self-employed workers, primary job   | 000601 | 1.68%         | 4,000      | 4,753                | 18.85%   |
| Direct insurance (except life, health, and medical) carriers                                 | 524120 | 1.19%         | 2,827      | 3,296                | 16.60%   |
| Self-employed workers, secondary job   | 000602 | 0.48%         | 1,144      | 1,271                | 11.06%   |
| Depository credit intermediation   | 522100 | 0.37%         | 878        | 998                  | 13.74%   |
| Management, scientific, and technical consulting services                                    | 541600 | 0.35%         | 827        | 1,646                | 99.16%   |
| Other financial investment activities  | 523900 | 0.30%         | 722        | 1,136                | 57.22%   |
| Securities and commodity contracts, brokerages, and exchanges                                | 5231-2 | 0.27%         | 634        | 1,041                | 64.29%   |
| Other nondepository credit intermediation, including real estate credit and consumer lending | 522290 | 0.26%         | 621        | 830                  | 33.78%   |
| Colleges, universities, and professional schools, public and private                         | 611300 | 0.22%         | 533        | 665                  | 24.80%   |



# TORQ Analysis of Paralegals and Legal Assistants to Legal Secretaries

| ANALYSIS INPUT     |                                 |            |            |                      |           |
|--------------------|---------------------------------|------------|------------|----------------------|-----------|
| Transfer           | Title                           | O*NET      | Filters    |                      |           |
| From Title:        | Paralegals and Legal Assistants | 23-2011.00 | Abilities: | Importance Level: 50 | Weight: 1 |
| To Title:          | Legal Secretaries               | 43-6012.00 | Skills:    | Importance Level: 69 | Weight: 1 |
| Labor Market Area: | Maine Statewide                 |            | Knowledge: | Importance Level: 69 | Weight: 1 |

| TORQ RESULTS  |       |             |                      |                  |                  |     |      |
|---|-------|-------------|----------------------|------------------|------------------|-----|------|
| Grand TORQ:   |       |             |                      |                  | <b>93</b>        |     |      |
| Ability TORQ  |       | Skills TORQ |                      | Knowledge TORQ   |                  |     |      |
| Level   | 95    | Level       | 89                   | Level            | 95               |     |      |
| Gaps To Narrow if Possible  |       |             | Upgrade These Skills |                  | Knowledge to Add |     |      |
| Ability   | Level | Gap         | Impt                 | Skill            | Level            | Gap | Impt |
| No Critical Gaps Recorded!  |       |             |                      | Active Listening | 83               | 15  | 71   |
|   |       |             |                      | Writing          | 71               | 9   | 77   |
|   |       |             |                      | Time Management  | 65               | 7   | 77   |
|   |       |             |                      | Clerical         | 83               | 5   | 93   |
| <p>LEVEL and IMPT (IMPORTANCE) refer to the Target Legal Secretaries. GAP refers to level difference between Paralegals and Legal Assistants and Legal Secretaries.</p> |       |             |                      |                  |                  |     |      |

| ASK ANALYSIS  |                                 |                   |            |
|---|---------------------------------|-------------------|------------|
| Ability Level Comparison - Abilities with importance scores over 50 |                                 |                   |            |
| Description   | Paralegals and Legal Assistants | Legal Secretaries | Importance |
| Oral Comprehension  | 67                              | 64                | 78         |
| Oral Expression   | 66                              | 59                | 72         |
| Speech Recognition  | 59                              | 57                | 72         |
| Written Comprehension   | 69                              | 64                | 68         |
| Information Ordering  | 55                              | 44                | 68         |
| Speech Clarity  | 53                              | 44                | 68         |
| Written Expression  | 64                              | 59                | 65         |
| Near Vision   | 71                              | 67                | 65         |
| Problem Sensitivity   | 51                              | 42                | 53         |
| Selective Attention   | 42                              | 41                | 53         |
| Deductive Reasoning   | 59                              | 46                | 50         |



| Category Flexibility  | 57                              | 42                | 50         |
|---|---------------------------------|-------------------|------------|
| Skill Level Comparison - Abilities with importance scores over 69     |                                 |                   |            |
| Description   | Paralegals and Legal Assistants | Legal Secretaries | Importance |
| Writing   | 62                              | 71                | 77         |
| Time Management   | 58                              | 65                | 77         |
| Active Listening  | 68                              | 83                | 71         |
| Knowledge Level Comparison - Knowledge with importance scores over 69 |                                 |                   |            |
| Description   | Paralegals and Legal Assistants | Legal Secretaries | Importance |
| Clerical  | 78                              | 83                | 93         |

| Experience & Education Comparison   |                                 |                   |   |                                 |                   |
|---|---------------------------------|-------------------|---|---------------------------------|-------------------|
| Related Work Experience Comparison  |                                 |                   | Required Education Level Comparison   |                                 |                   |
| Description   | Paralegals and Legal Assistants | Legal Secretaries | Description   | Paralegals and Legal Assistants | Legal Secretaries |
| 10+ years   | 0%                              | 0%                | Doctoral  | 0%                              | 0%                |
| 8-10 years  | 1%                              | 0%                | Professional Degree   | 0%                              | 0%                |
| 6-8 years   | 0%                              | 21%               | Post-Masters Cert   | 0%                              | 0%                |
| 4-6 years   | 4%                              | 7%                | Master's Degree   | 0%                              | 0%                |
| 2-4 years   | 37%                             | 30%               | Post-Bachelor Cert  | 0%                              | 0%                |
| 1-2 years   | 26%                             | 9%                | Bachelors   | 29%                             | 0%                |
| 6-12 months   | 16%                             | 19%               | AA or Equiv   | 30%                             | 48%               |
| 3-6 months  | 5%                              | 0%                | Some College  | 23%                             | 29%               |
| 1-3 months  | 1%                              | 7%                | Post-Secondary Certificate  | 5%                              | 6%                |
| 0-1 month   | 0%                              | 0%                | High School Diploma or GED  | 10%                             | 15%               |
| None  | 6%                              | 3%                | No HSD or GED   | 0%                              | 0%                |
| Paralegals and Legal Assistants   |                                 |                   | Legal Secretaries   |                                 |                   |
| Most Common Educational/Training Requirement:   |                                 |                   |   |                                 |                   |
| Associate degree  |                                 |                   | Postsecondary vocational award  |                                 |                   |
| Job Zone Comparison   |                                 |                   |   |                                 |                   |
| 3 - Job Zone Three: Medium Preparation Needed   |                                 |                   | 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. |                                 |                   | 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.  |                                 |                   | 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.   |                                 |                   | 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

### Paralegals and Legal Assistants

#### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- 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.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

#### Specific Tasks

##### Occupation Specific Tasks:

- Appraise and inventory real and personal property for estate planning.
- Arbitrate disputes between parties and assist in real estate closing process.
- Call upon witnesses to testify at hearing.
- Direct and coordinate law office activity, including delivery of subpoenas.
- Gather and analyze research data, such as statutes, decisions, and legal articles, codes, and documents.
- Investigate facts and law of cases to determine causes of action and to prepare cases.
- Keep and monitor legal volumes to ensure that law library is up-to-date.
- Prepare affidavits or other documents, maintain document file, and file pleadings with court clerk.
- Prepare legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze existing evidence or facts
- analyze legal questions
- appraise, evaluate, or inventory real property or equipment
- assist with legal research

### Legal Secretaries

#### 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.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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.

#### Specific Tasks

##### Occupation Specific Tasks:

- Assist attorneys in collecting information such as employment, medical, and other records.
- Attend legal meetings, such as client interviews, hearings, or depositions, and take notes.
- Complete various forms, such as accident reports, trial and courtroom requests, and applications for clients.
- Draft and type office memos.
- Mail, fax, or arrange for delivery of legal correspondence to clients, witnesses, and court officials.
- Make photocopies of correspondence, documents, and other printed matter.
- Organize and maintain law libraries, documents, and case files.
- Prepare and process legal documents and papers, such as summonses, subpoenas, complaints, appeals, motions, and pretrial agreements.
- Receive and place telephone calls.
- Review legal publications and perform database searches to identify laws and court decisions relevant to pending cases.
- Schedule and make appointments.
- Submit articles and information from



- communicate technical information
- compile evidence for court actions
- compile information for court cases
- compose draft legal pleadings
- conduct legal research
- direct and coordinate activities of workers or staff
- direct serving of legal documents
- examine data against legal precedents
- file documents in court
- follow rules of evidence procedures in legal setting
- maintain legal forms
- maintain records, reports, or files
- make presentations
- mediate or arbitrate disputes
- obtain general information in legal office setting
- organize legal information or records
- organize reference materials
- participate in appeals hearings
- search legal records
- understand legal terminology
- use interviewing procedures
- use knowledge of legal procedural rules
- use oral or written communication techniques
- write legal correspondence
- write legal documents

#### Technology - Examples

##### Access software

- Fastcase

##### Analytical or scientific software

- a la mode WinTOTAL
- Case analysis software
- Dataflight Concordance
- Electronic discovery software
- LexisNexis Applied Discovery
- LexisNexis CaseMap
- LexisNexis CourtLink Strategic Profiles
- Litigation support software
- Uniscribe software
- Wilson's Computer Applications RealEasy Appraisals

##### Categorization or classification software

searches to attorneys for review and approval for use.

#### Detailed Tasks

##### Detailed Work Activities:

- arrange library materials
- arrange teleconference calls
- assist with legal research
- compile data for financial reports
- compile information for court cases
- compile itinerary of planned meetings or activities
- compose draft legal pleadings
- develop travel itinerary
- distribute correspondence or mail
- edit written material
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- evaluate importance of incoming telephone calls
- file documents in court
- fill out business or government forms
- fill out purchase requisitions
- identify laws or court decisions relevant to pending cases
- locate persons ( skip tracing )
- maintain administrative services procedures manual
- maintain appointment calendar
- maintain inventory of office forms
- maintain legal forms
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- make travel reservations
- modify work procedures or processes to meet deadlines
- obtain general information in legal office setting
- obtain information from individuals
- organize legal information or records
- plan meetings or conferences
- prepare contract documents
- prepare corporate minute books
- prepare financial reports
- prepare tax reports
- process invoices
- reconcile or balance financial records
- route multi-line telephone calls
- schedule meetings or appointments
- schedule or contract meeting facilities
- take dictation



- Bowne JFS Litigator's Notebook

- LiveNote software

#### Customer relationship management CRM software

- Software Technology PracticeMaster

- Thomson West ProLaw

- Two Step Software Corporate Focus software

#### Data base user interface and query software

- Bridgeway eCounsel

- eTrac software

- LexisNexis CodeMaster

- Microsoft Access

- Practice management software PMS

- Relational database software

- Saga Practice Manager

#### Desk top publishing software

- Blumberg Drafting Libraries

- Dataflight Opticon

- Digital Contracts software

- ProForce Paralegal Pro-Pack

- Sure Will Writer

#### Document management software

- Accutrac software

- Adobe Systems Adobe Acrobat software

- Appligent Citation FDFMerge

- CaseSoft DepPrep

- CaseSoft TextMap

- Document management software

- Electronic transcription management software

- Inmagic DB/TextWorks

- IntelliPDF software

- LexisNexis File and Serve

- LexisNexis HotDocs

- LexisNexis Total Search

- take meeting notes
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand legal terminology
- use accounting terminology
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use shorthand writing procedures
- use telephone communication techniques
- verify investigative information
- write business correspondence
- write legal documents

#### Technology - Examples



- OmniRIM software

- PDF Snake Easy Bates

- Records management software

- Summation Blaze

#### Electronic mail software

- Microsoft Outlook

#### File versioning software

- Zylab Zylmage

#### Information retrieval or search software

- American LegalNet USCourtForms

- dtSearch software

- FindForms

- FindLaw Code of Federal Regulations CFR

- LexisNexis Company Analyzer

- LexisNexis SmartLinx

- Online database search and retrieval software

- Online public records search software

- Online title search and property report software

- Ovid SilverPlatter WebSPIRS

- THOMAS Global Register

- Thomson Saegis

- Thomson West FindLaw

- Westlaw

- Westlaw Real Property Deed Images

#### Internet browser software

- Web browser software

#### Library software

- Computer access catalog software

#### Optical character reader OCR or scanning software

- Optical character recognition software

#### Pattern design software

- CaseSoft TimeMap

#### Presentation software

- Microsoft PowerPoint

#### Spreadsheet software



- Microsoft Excel
- Spreadsheet software
- Transaction server software
- Tumbleweed SecureTransport
- Word processing software
- Corel WordPerfect software
- Legal document software
- Legal MacPac software
- LexisNexis CheckCite
- Microsoft Word
- Word processing software

#### Tools - Examples

- Desktop computers
- Notebook computers
- Optical character recognition equipment
- Personal computers
- Image scanners

## Labor Market Comparison

Maine Department of Labor.

| Description                           | Paralegals and Legal Assistants | Legal Secretaries | Difference  |
|---------------------------------------|---------------------------------|-------------------|-------------|
| Median Wage                           | \$ 40,260                       | \$ 33,360         | \$( 6,900)  |
| 10th Percentile Wage                  | \$ 29,810                       | \$ 24,750         | \$( 5,060)  |
| 25th Percentile Wage                  | N/A                             | N/A               | N/A         |
| 75th Percentile Wage                  | \$ 47,840                       | \$ 38,640         | \$( 9,200)  |
| 90th Percentile Wage                  | \$ 55,810                       | \$ 44,620         | \$( 11,190) |
| Mean Wage                             | \$ 41,800                       | \$ 33,640         | \$( 8,160)  |
| Total Employment - 2155               | 1,010                           | 1,300             | 290         |
| Employment Base - 2006                | 1,053                           | 1,349             | 296         |
| Projected Employment - 2164           | 1,216                           | 1,419             | 203         |
| Projected Job Growth - 2006-2164      | 15.5 %                          | 5.2 %             | -10.3 %     |
| Projected Annual Openings - 2006-2164 | 30                              | 29                | -1          |
| Special                               |                                 |                   |             |

Special Occupations:

**National Job Posting Trends**

Trend for Paralegals and Legal Assistants and Legal Secretaries

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

## Related Programs

Administrative Assistant/Secretarial Science, Gene

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

| Institution                     | Address            | City     | URL  |
|---------------------------------|--------------------|----------|--|
| Central Maine Community College | 1250 Turner St     | Auburn   | <a href="http://www.cmcc.edu">www.cmcc.edu</a>                     |
| Central Maine Community College | 1250 Turner St     | Auburn   | <a href="http://www.cmcc.edu">www.cmcc.edu</a>                     |
| Eastern Maine Community College | 354 Hogan Rd       | Bangor   | <a href="http://www.emcc.edu">www.emcc.edu</a>                     |
| Eastern Maine Community College | 354 Hogan Rd       | Bangor   | <a href="http://www.emcc.edu">www.emcc.edu</a>                     |
| Beal College                    | 99 Farm Road       | Bangor   | <a href="http://bealcollege.edu">bealcollege.edu</a>               |
| Beal College                    | 99 Farm Road       | Bangor   | <a href="http://bealcollege.edu">bealcollege.edu</a>               |
| Andover College                 | 901 Washington Ave | Portland | <a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a> |
| Andover College                 | 901 Washington Ave | Portland | <a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a> |

Legal Administrative Assistant/Secretary



Legal Administrative Assistant/Secretary. A program that prepares individuals to serve as legal office managers, special assistants, and legal secretaries. Includes instruction in office management, secretarial science, principles of U. S. or Canadian law, legal terminology and documentation, legal research, legal software applications, law office procedures, record-keeping, billing, applicable policies and regulations, and professional standards and ethics.

| Institution                       | Address        | City         | URL  |
|-----------------------------------|----------------|--------------|--|
| 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>       |

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| 23-1011.00 | Lawyers   | 86         | 5        | 1,910      | \$80,120.00 | \$39,860.00 | 6%     | 73                  | ★       |
| 13-2061.00 | Financial Examiners   | 86         | 4        | 120        | \$55,110.00 | \$14,850.00 | 3%     | 2                   |         |
| 43-5011.00 | Cargo and Freight Agents                                      | 86         | 2        | 170        | \$40,360.00 | \$100.00    | 5%     | 5                   |         |
| 25-4011.00 | Archivists  | 85         | 4        | 30         | \$42,460.00 | \$2,200.00  | 5%     | 2                   |         |
| 27-3041.00 | Editors   | 85         | 4        | 450        | \$42,040.00 | \$1,780.00  | -2%    | 16                  |         |
| 11-3011.00 | Administrative Services Managers                              | 84         | 4        | 1,090      | \$56,630.00 | \$16,370.00 | 5%     | 34                  |         |
| 27-3042.00 | Technical Writers   | 84         | 4        | 50         | \$46,060.00 | \$5,800.00  | -8%    | 2                   |         |
| 13-2072.00 | Loan Officers   | 84         | 3        | 1,450      | \$49,380.00 | \$9,120.00  | 9%     | 29                  |         |



|            |                      |    |   |     |             |          |     |    |
|------------|----------------------|----|---|-----|-------------|----------|-----|----|
| 13-1071.02 | Personnel Recruiters | 84 | 4 | 610 | \$41,200.00 | \$940.00 | 10% | 19 |
|------------|----------------------|----|---|-----|-------------|----------|-----|----|

Special Occupations:

**Top Industries for Legal Secretaries**

| Industry  | NAICS  | % of Industry | Employment | Projected Employment | % Change |
|---|--------|---------------|------------|----------------------|----------|
| Legal services  | 541100 | 84.34%        | 232,158    | 258,611              | 11.39%   |
| Local government, excluding education and hospitals           | 939300 | 4.62%         | 12,720     | 15,043               | 18.27%   |
| State government, excluding education and hospitals           | 929200 | 3.09%         | 8,511      | 8,792                | 3.31%    |
| Employment services   | 561300 | 1.36%         | 3,734      | 4,217                | 12.92%   |
| Self-employed workers, primary job                            | 000601 | 1.36%         | 3,734      | 4,188                | 12.16%   |
| Management of companies and enterprises                       | 551100 | 0.93%         | 2,547      | 3,091                | 21.36%   |
| Direct insurance (except life, health, and medical) carriers  | 524120 | 0.81%         | 2,219      | 2,442                | 10.04%   |
| Unpaid family workers, primary job                            | 000701 | 0.22%         | 604        | 503                  | -16.71%  |
| General medical and surgical hospitals, public and private    | 622100 | 0.19%         | 516        | 602                  | 16.55%   |
| Securities and commodity contracts, brokerages, and exchanges | 5231-2 | 0.19%         | 536        | 832                  | 55.30%   |
| Animal production; primary job                                | 112000 | 0.15%         | 414        | 386                  | -6.66%   |
| Other financial investment activities                         | 523900 | 0.13%         | 351        | 521                  | 48.36%   |
| Crop production; primary job                                  | 111000 | 0.12%         | 335        | 234                  | -30.21%  |
| Wired telecommunications carriers                             | 517100 | 0.11%         | 290        | 240                  | -17.35%  |
| Depository credit intermediation                              | 522100 | 0.09%         | 260        | 279                  | 7.34%    |

**Top Industries for Paralegals and Legal Assistants**

| Industry  | NAICS  | % of Industry | Employment | Projected Employment | % Change |
|---|--------|---------------|------------|----------------------|----------|
| Legal services                                      | 541100 | 70.16%        | 166,770    | 204,347              | 22.53%   |
| Federal government, excluding postal service        | 919999 | 5.84%         | 13,890     | 14,648               | 5.46%    |
| Local government, excluding education and hospitals | 939300 | 5.12%         | 12,159     | 15,238               | 25.32%   |
| State government, excluding education and hospitals | 929200 | 3.71%         | 8,817      | 9,652                | 9.47%    |
| Management of companies and enterprises             | 551100 | 1.90%         | 4,524      | 5,819                | 28.60%   |
| Employment services                                 | 561300 | 1.83%         | 4,353      | 6,146                | 41.19%   |
| Self-employed workers, primary job                  | 000601 | 1.68%         | 4,000      | 4,753                | 18.85%   |



|  |        |       |       |       |        |
|--|--------|-------|-------|-------|--------|
| Direct insurance (except life, health, and medical) carriers                                 | 524120 | 1.19% | 2,827 | 3,296 | 16.60% |
| Self-employed workers, secondary job   | 000602 | 0.48% | 1,144 | 1,271 | 11.06% |
| Depository credit intermediation   | 522100 | 0.37% | 878   | 998   | 13.74% |
| Management, scientific, and technical consulting services                                    | 541600 | 0.35% | 827   | 1,646 | 99.16% |
| Other financial investment activities  | 523900 | 0.30% | 722   | 1,136 | 57.22% |
| Securities and commodity contracts, brokerages, and exchanges                                | 5231-2 | 0.27% | 634   | 1,041 | 64.29% |
| Other nondepository credit intermediation, including real estate credit and consumer lending | 522290 | 0.26% | 621   | 830   | 33.78% |
| Colleges, universities, and professional schools, public and private                         | 611300 | 0.22% | 533   | 665   | 24.80% |

## 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)