



TORQ Analysis of Legal Secretaries to Court Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Legal Secretaries	43-6012.00	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		95	Level		93	Level		93			
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Information Ordering	48	4	68	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Problem Sensitivity	46	4	53								
Near Vision	69	2	68								
Speech Clarity	46	2	62								
Oral Expression	60	1	72								

LEVEL and IMPT (IMPORTANCE) refer to the Target Court Clerks. GAP refers to level difference between Legal Secretaries and Court Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Legal Secretaries	Court Clerks	Importance
Oral Comprehension	64	57	78
Written Comprehension	64	59	72
Oral Expression	59	60	72
Written Expression	59	55	72
Information Ordering	44	48	68
Near Vision	67	69	68
Speech Recognition	57	53	68
Speech Clarity	44	46	62
Problem Sensitivity	42	46	53
Deductive Reasoning	46	46	53
Inductive Reasoning	42	42	53



Skill Level Comparison - Abilities with importance scores over 69

Description	Legal Secretaries	Court Clerks	Importance
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Legal Secretaries	Court Clerks	Importance
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Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Legal Secretaries	Court Clerks		Description	Legal Secretaries	Court Clerks
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	21%	0%		Post-Masters Cert	0%	0%
4-6 years	7%	0%		Master's Degree	0%	0%
2-4 years	30%	2%		Post-Bachelor Cert	0%	0%
1-2 years	9%	8%		Bachelors	0%	3%
6-12 months	19%	13%		AA or Equiv	48%	0%
3-6 months	0%	25%		Some College	29%	1%
1-3 months	7%	2%		Post-Secondary Certificate	6%	1%
0-1 month	0%	0%		High School Diploma or GED	15%	92%
None	3%	47%		No HSD or GED	0%	0%

Legal Secretaries

Court Clerks

Most Common Educational/Training Requirement:

Postsecondary vocational award

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

Legal Secretaries

Court Clerks

Core Tasks

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 searches to attorneys for review and approval for use.

Detailed 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.



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
- take meeting notes
- take messages
- transcribe spoken or written information
- type document from machine transcription

- 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



- 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

Labor Market Comparison

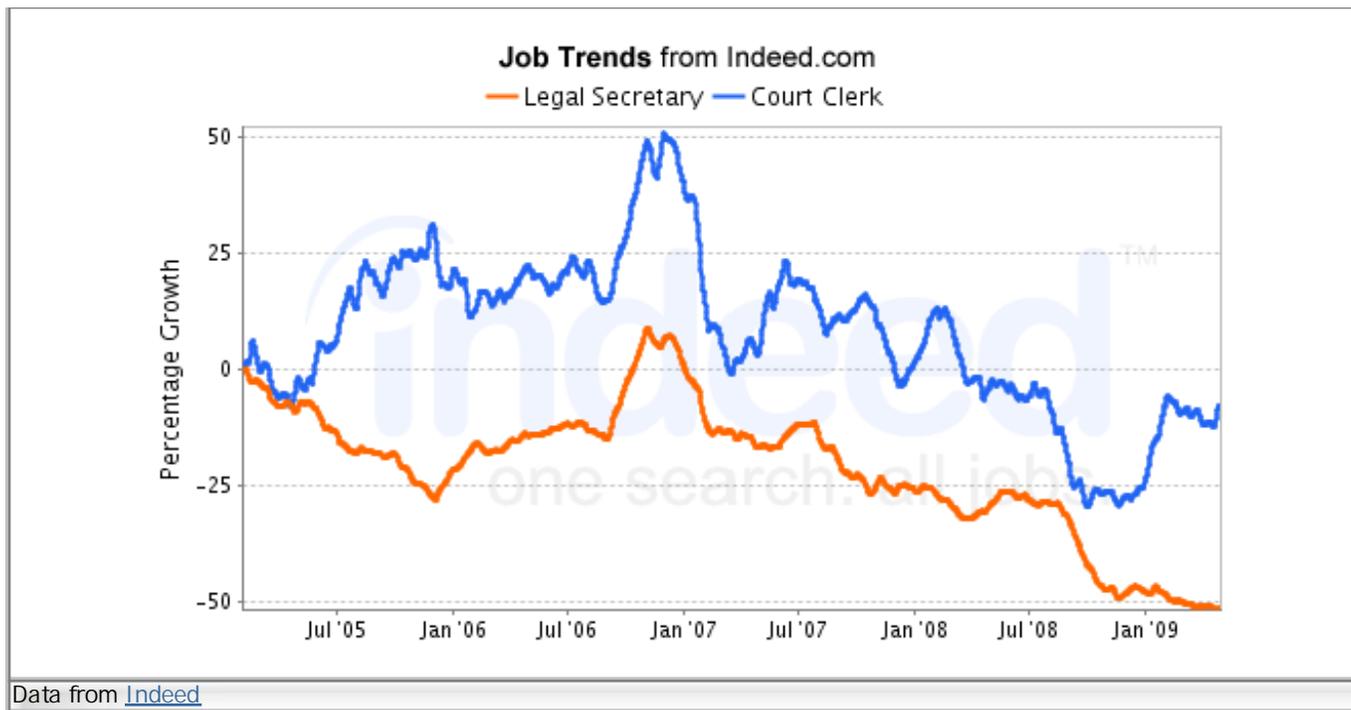
Maine Department of Labor.

Description	Legal Secretaries	Court Clerks	Difference
Median Wage	\$ 33,360	\$ 27,650	\$(5,710)
10th Percentile Wage	\$ 24,750	\$ 19,340	\$(5,410)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 38,640	\$ 32,310	\$(6,330)
90th Percentile Wage	\$ 44,620	\$ 37,730	\$(6,890)
Mean Wage	\$ 33,640	\$ 27,780	\$(5,860)
Total Employment - 2427	1,300	1,190	-110
Employment Base - 2006	1,349	1,198	-151
Projected Employment - 2436	1,419	1,302	-117
Projected Job Growth - 2006-2436	5.2 %	8.7 %	3.5 %
Projected Annual Openings - 2006-2436	29	37	8
Special			

Special Occupations:

National Job Posting Trends

Trend for Legal Secretaries and Court Clerks



Programs			
Related Programs			
Executive Assistant/Secretary			
Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.			
Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
General Office/Clerical and Typing Services			
General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Legal Secretaries

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6012.00	Legal Secretaries	100	3	1,300	\$33,360.00	\$0.00	5%	29	
43-6011.00	Executive Secretaries and Administrative Assistants	92	3	3,330	\$38,830.00	\$5,470.00	6%	76	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$10,570.00	-7%	1	
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$6,900.00	15%	30	★
43-4011.00	Brokerage Clerks	87	3	270	\$39,120.00	\$5,760.00	-13%	8	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$22,730.00	-1%	12	
43-4061.00	Eligibility Interviewers, Government Programs	86	3	610	\$33,440.00	\$80.00	0%	11	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	85	3	450	\$36,790.00	\$3,430.00	5%	13	
13-1031.01	Claims Examiners, Property and Casualty Insurance	84	3	1,570	\$49,360.00	\$16,000.00	3%	44	★
23-2093.00	Title Examiners, Abstractors, and Searchers	84	3	100	\$34,490.00	\$1,130.00	-7%	2	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	83	4	770	\$43,900.00	\$10,540.00	8%	23	
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	83	5	120	\$48,060.00	\$14,700.00	0%	0	
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$7,000.00	5%	5	
25-4011.00	Archivists	82	4	30	\$42,460.00	\$9,100.00	5%	2	
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$1,750.00	-3%	1	

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 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%



TORQ Analysis of Legal Secretaries to Executive Secretaries and Administrative Assistants

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Legal Secretaries	43-6012.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS												
Grand TORQ:												92
Ability TORQ				Skills TORQ				Knowledge TORQ				
Level		 96		Level		 95		Level		 84		
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add				
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt	
Information Ordering	53	9	65	Critical Thinking	62	3	70	Customer and Personal Service	74	14	85	
Category Flexibility	48	6	59					English Language	63	12	84	
Inductive Reasoning	48	6	56					Personnel and Human Resources	34	13	70	
Deductive Reasoning	51	5	59									
Problem Sensitivity	46	4	65									
Speech Clarity	46	2	75									
LEVEL and IMPT (IMPORTANCE) refer to the Target Executive Secretaries and Administrative Assistants. GAP refers to level difference between Legal Secretaries and Executive Secretaries and Administrative Assistants.												

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Legal Secretaries	Executive Secretaries and Administrative Assistants	Importance
Oral Comprehension	64 	60 	 87
Written Comprehension	64 	53 	 87
Written Expression	59 	57 	 87
Oral Expression	59 	59 	 81

Speech Clarity	44	46	75
Near Vision	67	55	72
Speech Recognition	57	53	68
Problem Sensitivity	42	46	65
Information Ordering	44	53	65
Deductive Reasoning	46	51	59
Category Flexibility	42	48	59
Inductive Reasoning	42	48	56
Selective Attention	41	37	56
Time Sharing	42	42	53

Skill Level Comparison - Abilities with importance scores over 69

Description	Legal Secretaries	Executive Secretaries and Administrative Assistants	Importance
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Critical Thinking	59	62	70
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Legal Secretaries	Executive Secretaries and Administrative Assistants	Importance
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Customer and Personal Service	60	74	85
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English Language	51	63	84
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Personnel and Human Resources	21	34	70
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Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Legal Secretaries	Executive Secretaries and Administrative Assistants		Description	Legal Secretaries	Executive Secretaries and Administrative Assistants
10+ years	0%	2%		Doctoral	0%	0%
8-10 years	0%	5%		Professional Degree	0%	0%
6-8 years	21%	2%		Post-Masters Cert	0%	0%
4-6 years	7%	18%		Master's Degree	0%	0%
2-4 years	30%	27%		Post-Bachelor Cert	0%	0%
1-2 years	9%	10%		Bachelors	0%	9%
6-12 months	19%	17%		AA or Equiv	48%	16%
3-6 months	0%	7%		Some College	29%	23%
1-3 months	7%	0%		Post-Secondary Certificate	6%	5%
0-1 month	0%	0%		High School Diploma or GED	15%	44%
None	3%	8%		No HSD or GED	0%	0%

Legal Secretaries

Executive Secretaries and Administrative Assistants

Most Common Educational/Training Requirement:

Postsecondary vocational award

Moderate-term on-the-job training

Job Zone Comparison



<p>3 - Job Zone Three: Medium Preparation Needed</p> <p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most 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>3 - Job Zone Three: Medium Preparation Needed</p> <p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most 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>
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Tasks

Legal Secretaries	Executive Secretaries and Administrative Assistants
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • 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. 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • 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	Specific Tasks
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • 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. 	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • 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.



- 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 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

- 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.
- 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



- 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
- 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

- 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

Labor Market Comparison

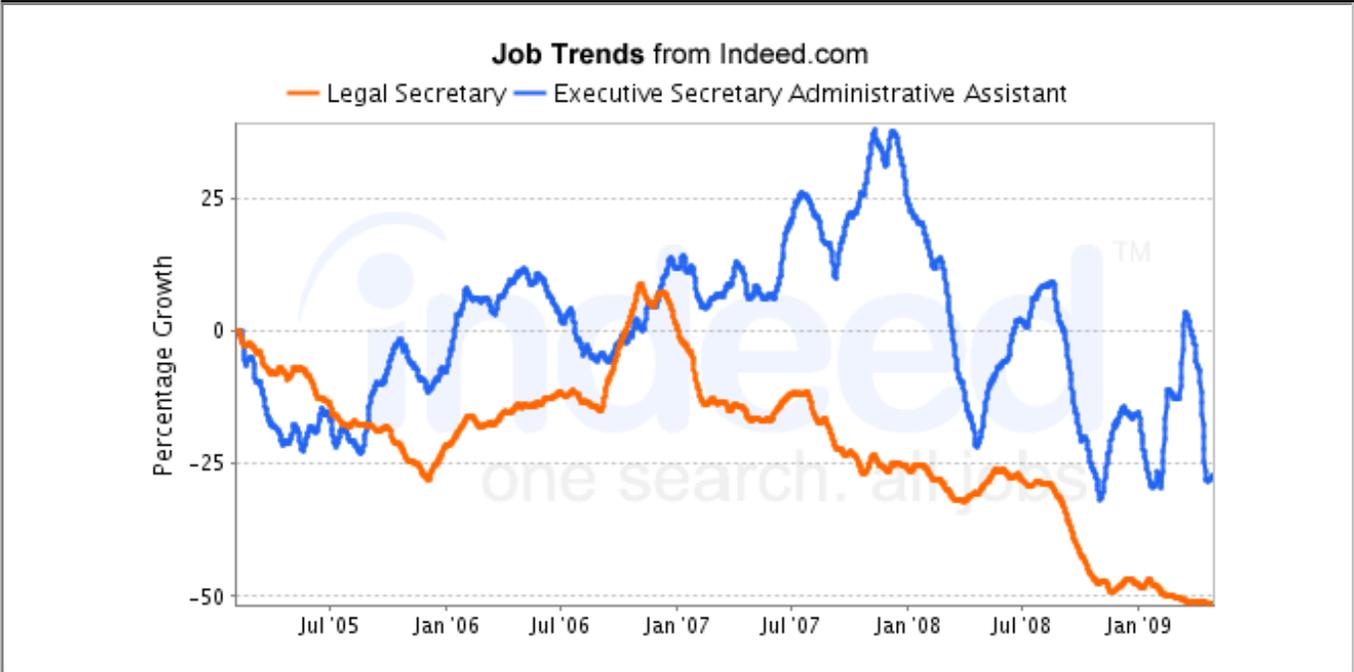
Maine Department of Labor.

Description	Legal Secretaries	Executive Secretaries and Administrative Assistants	Difference
Median Wage	\$ 33,360	\$ 38,830	\$ 5,470
10th Percentile Wage	\$ 24,750	\$ 28,230	\$ 3,480
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 38,640	\$ 46,250	\$ 7,610
90th Percentile Wage	\$ 44,620	\$ 53,530	\$ 8,910
Mean Wage	\$ 33,640	\$ 40,210	\$ 6,570
Total Employment - 2427	1,300	3,330	2,030
Employment Base - 2006	1,349	3,533	2,184
Projected Employment - 2436	1,419	3,733	2,314
Projected Job Growth - 2006-2436	5.2 %	5.7 %	0.5 %
Projected Annual Openings - 2006-2436	29	76	47
Special			

Special Occupations:

National Job Posting Trends

Trend for Legal Secretaries and Executive Secretaries and Administrative Assistants



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

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	www.cmcc.edu
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
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Beal College	99 Farm Road	Bangor	bealcollege.edu
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Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu

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	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

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	bealcollege.edu
Washington County Community College	One College Drive	Calais	www.wccc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
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Maine Statewide Promotion Opportunities for Legal Secretaries

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6012.00	Legal Secretaries	100	3	1,300	\$33,360.00	\$0.00	5%	29	
43-6011.00	Executive Secretaries and Administrative Assistants	92	3	3,330	\$38,830.00	\$5,470.00	6%	76	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$10,570.00	-7%	1	



23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$6,900.00	15%	30	★
43-4011.00	Brokerage Clerks	87	3	270	\$39,120.00	\$5,760.00	-13%	8	
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43-4061.00	Eligibility Interviewers, Government Programs	86	3	610	\$33,440.00	\$80.00	0%	11	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	85	3	450	\$36,790.00	\$3,430.00	5%	13	
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13-1072.00	Compensation, Benefits, and Job Analysis Specialists	83	4	770	\$43,900.00	\$10,540.00	8%	23	
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	83	5	120	\$48,060.00	\$14,700.00	0%	0	
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$7,000.00	5%	5	
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$1,750.00	-3%	1	
13-2072.00	Loan Officers	82	3	1,450	\$49,380.00	\$16,020.00	9%	29	

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 Legal Secretaries

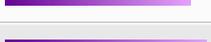
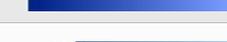
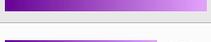
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Legal services	541100	84.34%	232,158	258,611	11.39%
Local government, excluding education and hospitals	939300	4.62%	12,720	15,043	18.27%
State government, excluding education and hospitals	929200	3.09%	8,511	8,792	3.31%
Employment 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%



TORQ Analysis of Legal Secretaries to Secretaries, Except Legal, Medical, and Executive

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Legal Secretaries	43-6012.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Secretaries, Except Legal, Medical, and Executive	43-6014.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					91						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	97	Level	96	Level	80						
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Information Ordering	51	7	72	Mathematics	49	4	70	Customer and Personal Service	70	15	74
Problem Sensitivity	46	4	62					English Language	59	8	71
Category Flexibility	44	2	59					Sales and Marketing	23	5	85
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Secretaries, Except Legal, Medical, and Executive. GAP refers to level difference between Legal Secretaries and Secretaries, Except Legal, Medical, and Executive.</p>											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Legal Secretaries	Secretaries, Except Legal, Medical, and Executive	Importance
Oral Comprehension	64 	55 	87
Oral Expression	59 	55 	81
Written Comprehension	64 	51 	78
Speech Recognition	57 	55 	75
Speech Clarity	44 	42 	75
Information Ordering	44 	51 	72



Written Expression	59	53	68
Near Vision	67	55	68
Problem Sensitivity	42	46	62
Deductive Reasoning	46	44	59
Category Flexibility	42	44	59
Selective Attention	41	35	53
Inductive Reasoning	42	42	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Legal Secretaries	Secretaries, Except Legal, Medical, and Executive	Importance
Mathematics	45	49	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Legal Secretaries	Secretaries, Except Legal, Medical, and Executive	Importance
Sales and Marketing	18	23	85
Customer and Personal Service	55	70	74
English Language	51	59	71

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Legal Secretaries	Secretaries, Except Legal, Medical, and Executive	Description	Legal Secretaries	Secretaries, Except Legal, Medical, and Executive
10+ years	0%	4%	Doctoral	0%	0%
8-10 years	0%	3%	Professional Degree	0%	0%
6-8 years	21%	0%	Post-Masters Cert	0%	0%
4-6 years	7%	9%	Master's Degree	0%	3%
2-4 years	30%	27%	Post-Bachelor Cert	0%	0%
1-2 years	9%	25%	Bachelors	0%	0%
6-12 months	19%	3%	AA or Equiv	48%	4%
3-6 months	0%	0%	Some College	29%	36%
1-3 months	7%	2%	Post-Secondary Certificate	6%	16%
0-1 month	0%	2%	High School Diploma or GED	15%	37%
None	3%	13%	No HSD or GED	0%	1%

Legal Secretaries

Secretaries, Except Legal, Medical, and Executive

Most Common Educational/Training Requirement:

Postsecondary vocational award

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

Legal Secretaries	Secretaries, Except Legal, Medical, and Executive
<div style="background-color: #fff9c4; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Core Tasks</div> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • 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. 	<div style="background-color: #fff9c4; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Core Tasks</div> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
<div style="background-color: #fff9c4; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Specific Tasks</div> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • 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. 	<div style="background-color: #fff9c4; border: 1px solid black; padding: 2px; margin-bottom: 5px;">Specific Tasks</div> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals. • Arrange conferences, meetings, and travel reservations for office personnel. • Collect and disburse funds from cash accounts, and keep records of collections and disbursements. • Complete forms in accordance with company procedures. • Compose, type, and distribute meeting notes, routine correspondence, and reports. • Conduct searches to find needed information, using such sources as the Internet. • Coordinate conferences and meetings. • Establish work procedures and schedules, and keep track of the daily work of clerical



- 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 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

and keep track of the daily work of clerical staff.

- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Learn to operate new office technologies as they are developed and implemented.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Mail newsletters, promotional material, and other information.
- Maintain scheduling and event calendars.
- Make copies of correspondence and other printed material.
- Manage projects, and contribute to committee and team work.
- Open, read, route, and distribute incoming mail and other material, and prepare answers to routine letters.
- Operate electronic mail systems and coordinate the flow of information both internally and with other organizations.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Order and dispense supplies.
- Prepare and mail checks.
- Provide services to customers, such as order placement and account information.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Schedule and confirm appointments for clients, customers, or supervisors.
- Set up and maintain paper and electronic filing systems for records, correspondence, and other material.
- Supervise other clerical staff, and provide training and orientation to new staff.
- Take dictation in shorthand or by machine, and transcribe information.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- arrange teleconference calls
- assist with business or managerial research
- compile data for financial reports
- compile itinerary of planned meetings or activities
- develop travel itinerary
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- document provision of administrative services
- enter time sheet information



- 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
 - 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
- fill out business or government forms
 - fill out insurance forms
 - fill out purchase requisitions
 - greet customers, guests, visitors, or passengers
 - maintain administrative services procedures manual
 - maintain appointment calendar
 - maintain inventory of office equipment or furniture
 - maintain inventory of office forms
 - maintain job descriptions
 - maintain legal forms
 - maintain record of organization expenses
 - maintain records, reports, or files
 - maintain telephone logs
 - maintain travel expense accounts
 - make travel reservations
 - paste up materials to be printed
 - perform typing or data entry for extended duration
 - prepare billing statements
 - prepare contract documents
 - prepare corporate minute books
 - prepare financial reports
 - prepare or maintain employee records
 - prepare tax reports
 - prepare travel vouchers
 - process invoices
 - process payroll documents, records, or checks
 - provide technical support to computer users
 - publicize job openings
 - reconcile or balance financial records
 - route multi-line telephone calls
 - schedule meetings or appointments
 - schedule or contract meeting facilities
 - schedule real estate closings
 - take dictation
 - take meeting notes
 - take messages
 - transcribe spoken or written information
 - type document from machine transcription
 - type letters or correspondence
 - use accounting or bookkeeping software
 - use computers to enter, access or retrieve data
 - use desktop publishing software
 - use oral or written communication techniques
 - use shorthand writing procedures
 - use spreadsheet software
 - use word processing or desktop publishing software



- write business correspondence
- write employee orientation or training materials

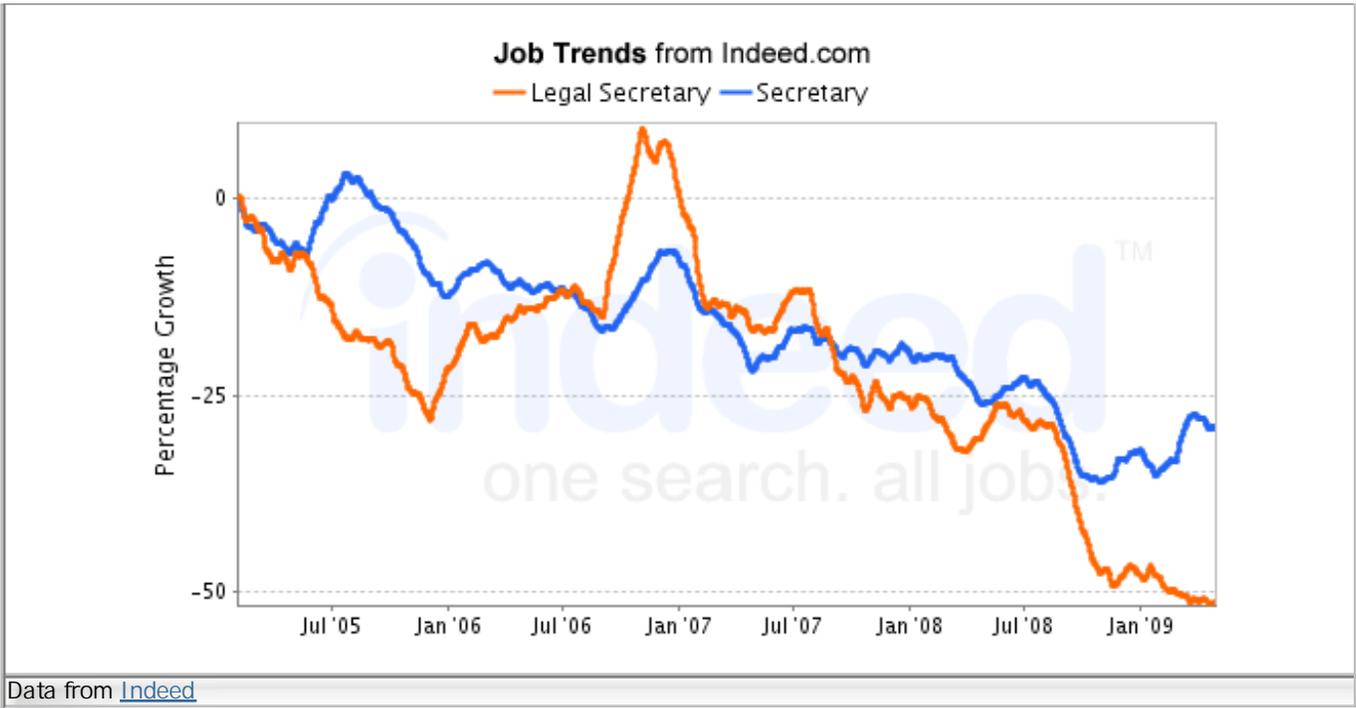
Labor Market Comparison

Maine Department of Labor.

Description	Legal Secretaries	Secretaries, Except Legal, Medical, and Executive	Difference
Median Wage	\$ 33,360	\$ 28,260	\$(5,100)
10th Percentile Wage	\$ 24,750	\$ 20,720	\$(4,030)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 38,640	\$ 32,700	\$(5,940)
90th Percentile Wage	\$ 44,620	\$ 37,620	\$(7,000)
Mean Wage	\$ 33,640	\$ 28,580	\$(5,060)
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Projected Job Growth - 2006-2436	5.2 %	-6.3 %	-11.5 %
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Special			
Special Occupations:			

National Job Posting Trends

Trend for Legal Secretaries and Secretaries, Except Legal, Medical, and Executive



Programs			
Related Programs			
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43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$7,000.00	5%	5
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$1,750.00	-3%	1
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Special Occupations:								

Top Industries for Secretaries, Except Legal, Medical, and Executive

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Elementary and secondary schools, public and private	611100	11.25%	218,150	204,499	-6.26%
Colleges, universities, and professional schools, public and private	611300	6.03%	116,958	116,394	-0.48%
Religious organizations	813100	5.44%	105,567	112,696	6.75%
Local government, excluding education and hospitals	939300	4.86%	94,229	94,165	-0.07%
General medical and surgical hospitals, public and private	622100	3.43%	66,453	65,445	-1.52%
Employment services	561300	2.73%	53,030	59,704	12.59%
Legal services	541100	2.43%	47,149	46,068	-2.29%
State government, excluding education and hospitals	929200	2.35%	45,542	39,754	-12.71%
Offices of physicians	621100	2.28%	44,305	49,652	12.07%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.85%	35,969	37,948	5.50%
Federal government, excluding postal service	919999	1.65%	32,063	26,963	-15.91%
Offices of real estate agents and brokers	531200	1.65%	31,942	34,610	8.35%
Insurance agencies and brokerages	524210	1.65%	32,011	32,210	0.62%
Self-employed workers, primary job	000601	1.37%	26,560	25,171	-5.23%
Residential building construction	236100	1.35%	26,284	26,330	0.17%

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%



TORQ Analysis of Legal Secretaries to License Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Legal Secretaries	43-6012.00	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:					91		
Ability TORQ		Skills TORQ		Knowledge TORQ			
Level	95	Level	92	Level	85		
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add	
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt
No Critical Gaps Recorded!				Critical Thinking	64	5	76
				Customer and Personal Service	76	21	88
LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Legal Secretaries and License Clerks.							

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Legal Secretaries	License Clerks	Importance
Oral Comprehension	64	51	75
Oral Expression	59	53	75
Written Comprehension	64	50	72
Written Expression	59	48	65
Speech Recognition	57	41	62
Speech Clarity	44	44	62
Near Vision	67	51	59
Problem Sensitivity	42	42	53
Deductive Reasoning	46	44	50
Inductive Reasoning	42	42	50
Information Ordering	44	44	50
Selective Attention	41	39	50
Skill Level Comparison - Abilities with importance scores over 69			



Description	Legal Secretaries	License Clerks	Importance
Critical Thinking	59	64	76
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Legal Secretaries	License Clerks	Importance
Customer and Personal Service	55	76	88

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Legal Secretaries	License Clerks	Description	Legal Secretaries	License Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	21%	0%	Post-Masters Cert	0%	0%
4-6 years	7%	0%	Master's Degree	0%	0%
2-4 years	30%	24%	Post-Bachelor Cert	0%	0%
1-2 years	9%	25%	Bachelors	0%	0%
6-12 months	19%	10%	AA or Equiv	48%	3%
3-6 months	0%	24%	Some College	29%	37%
1-3 months	7%	0%	Post-Secondary Certificate	6%	5%
0-1 month	0%	0%	High School Diploma or GED	15%	54%
None	3%	15%	No HSD or GED	0%	0%
Legal Secretaries			License Clerks		
Most Common Educational/Training Requirement:					
Postsecondary vocational award			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	
Legal Secretaries	License Clerks
Core Tasks	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 searches to attorneys for review and approval for use.

Detailed 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.



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
- take meeting notes
- take messages
- transcribe spoken or written information
- type document from machine transcription

- 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



- 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

Labor Market Comparison

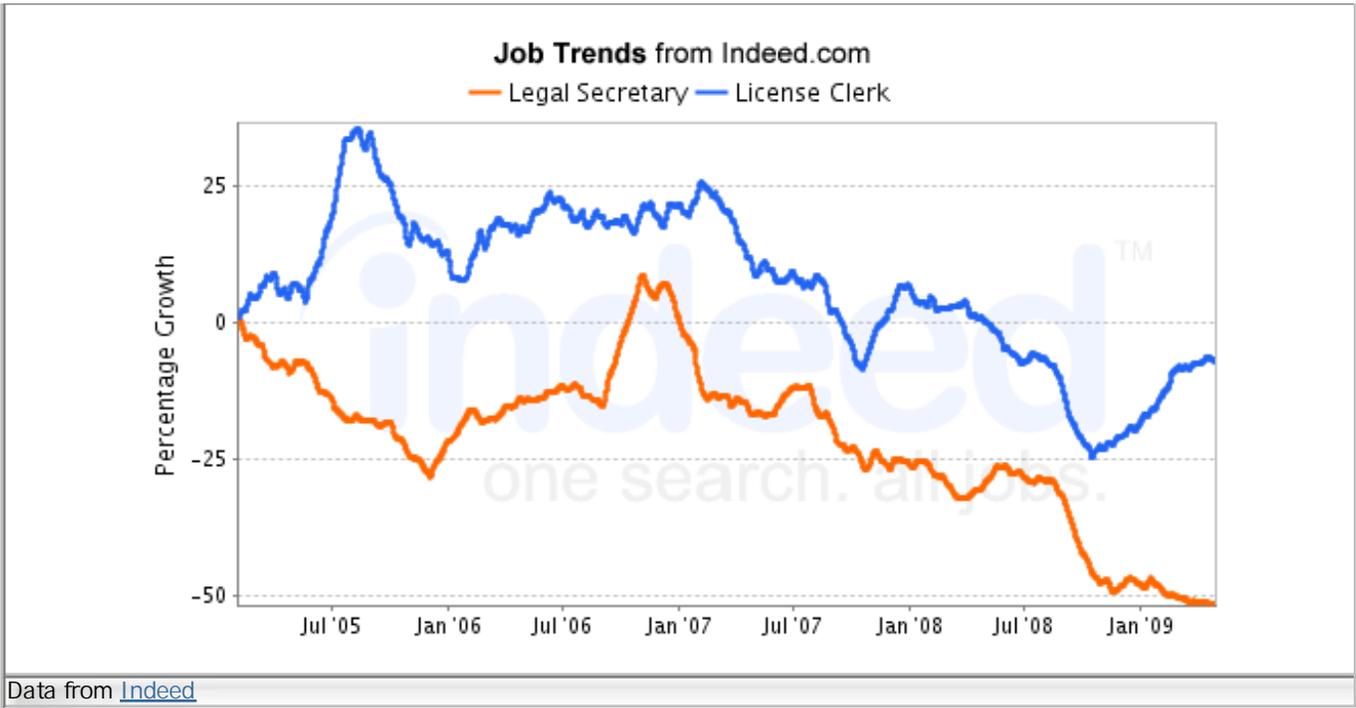
Maine Department of Labor.

Description	Legal Secretaries	License Clerks	Difference
Median Wage	\$ 33,360	\$ 27,650	\$(5,710)
10th Percentile Wage	\$ 24,750	\$ 19,340	\$(5,410)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 38,640	\$ 32,310	\$(6,330)
90th Percentile Wage	\$ 44,620	\$ 37,730	\$(6,890)
Mean Wage	\$ 33,640	\$ 27,780	\$(5,860)
Total Employment - 2427	1,300	1,190	-110
Employment Base - 2006	1,349	1,198	-151
Projected Employment - 2436	1,419	1,302	-117
Projected Job Growth - 2006-2436	5.2 %	8.7 %	3.5 %
Projected Annual Openings - 2006-2436	29	37	8
Special			

Special Occupations:

National Job Posting Trends

Trend for Legal Secretaries and License 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	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
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	www.nmcc.edu

Maine Statewide Promotion Opportunities for Legal Secretaries

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6012.00	Legal Secretaries	100	3	1,300	\$33,360.00	\$0.00	5%	29	
43-6011.00	Executive Secretaries and Administrative Assistants	92	3	3,330	\$38,830.00	\$5,470.00	6%	76	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$10,570.00	-7%	1	
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$6,900.00	15%	30	★
43-4011.00	Brokerage Clerks	87	3	270	\$39,120.00	\$5,760.00	-13%	8	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$22,730.00	-1%	12	
43-4061.00	Eligibility Interviewers, Government Programs	86	3	610	\$33,440.00	\$80.00	0%	11	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	85	3	450	\$36,790.00	\$3,430.00	5%	13	
13-1031.01	Claims Examiners, Property and Casualty Insurance	84	3	1,570	\$49,360.00	\$16,000.00	3%	44	★
23-2093.00	Title Examiners, Abstractors, and Searchers	84	3	100	\$34,490.00	\$1,130.00	-7%	2	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	83	4	770	\$43,900.00	\$10,540.00	8%	23	
23-2021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	83	5	120	\$48,060.00	\$14,700.00	0%	0	
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$7,000.00	5%	5	
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$1,750.00	-3%	1	
13-2072.00	Loan Officers	82	3	1,450	\$49,380.00	\$16,020.00	9%	29	

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 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%
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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%



TORQ Analysis of Legal Secretaries to Insurance Claims Clerks

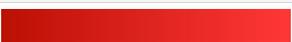
ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Legal Secretaries	43-6012.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					90						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	94	Level	95	Level	82						
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Information Ordering	48	4	62	No Skills Upgrade Required!				Personnel and Human Resources	27	6	79
Inductive Reasoning	46	4	50								
Speech Clarity	46	2	68								
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Legal Secretaries and Insurance Claims Clerks.											

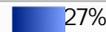
ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Legal Secretaries	Insurance Claims Clerks	Importance
Written Comprehension	64	55	78
Oral Expression	59	57	72
Speech Recognition	57	53	72
Oral Comprehension	64	53	68
Speech Clarity	44	46	68
Written Expression	59	48	65
Near Vision	67	57	65
Information Ordering	44	48	62
Deductive Reasoning	46	46	59
Selective Attention	41	32	56
Problem Sensitivity	42	41	50
Inductive Reasoning	42	46	50
Category Flexibility	42	39	50



Skill Level Comparison - Abilities with importance scores over 69

Description	Legal Secretaries	Insurance Claims Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Legal Secretaries	Insurance Claims Clerks	Importance
Personnel and Human Resources	21 	 27	 79

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Legal Secretaries	Insurance Claims Clerks		Description	Legal Secretaries	Insurance Claims Clerks
10+ years	0%	2%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	21%	0%		Post-Masters Cert	0%	0%
4-6 years	7%	0%		Master's Degree	0%	2%
2-4 years	30%	27%	 	Post-Bachelor Cert	0%	0%
1-2 years	9%	20%	 	Bachelors	0%	0%
6-12 months	19%	14%	 	AA or Equiv	48%	5%
3-6 months	0%	5%		Some College	29%	32%
1-3 months	7%	15%	 	Post-Secondary Certificate	6%	6%
0-1 month	0%	4%		High School Diploma or GED	15%	53%
None	3%	9%	 	No HSD or GED	0%	0%

Legal Secretaries

Insurance Claims Clerks

Most Common Educational/Training Requirement:

Postsecondary vocational award

Moderate-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

Legal Secretaries	Insurance Claims Clerks
Core Tasks	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 searches to attorneys for review and approval for use.

Detailed Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

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

Detailed Tasks

Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms



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
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- 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
- take meeting notes
- take messages
- transcribe spoken or written information
- type document from machine transcription

- 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

Tools - Examples

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



- 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

Labor Market Comparison

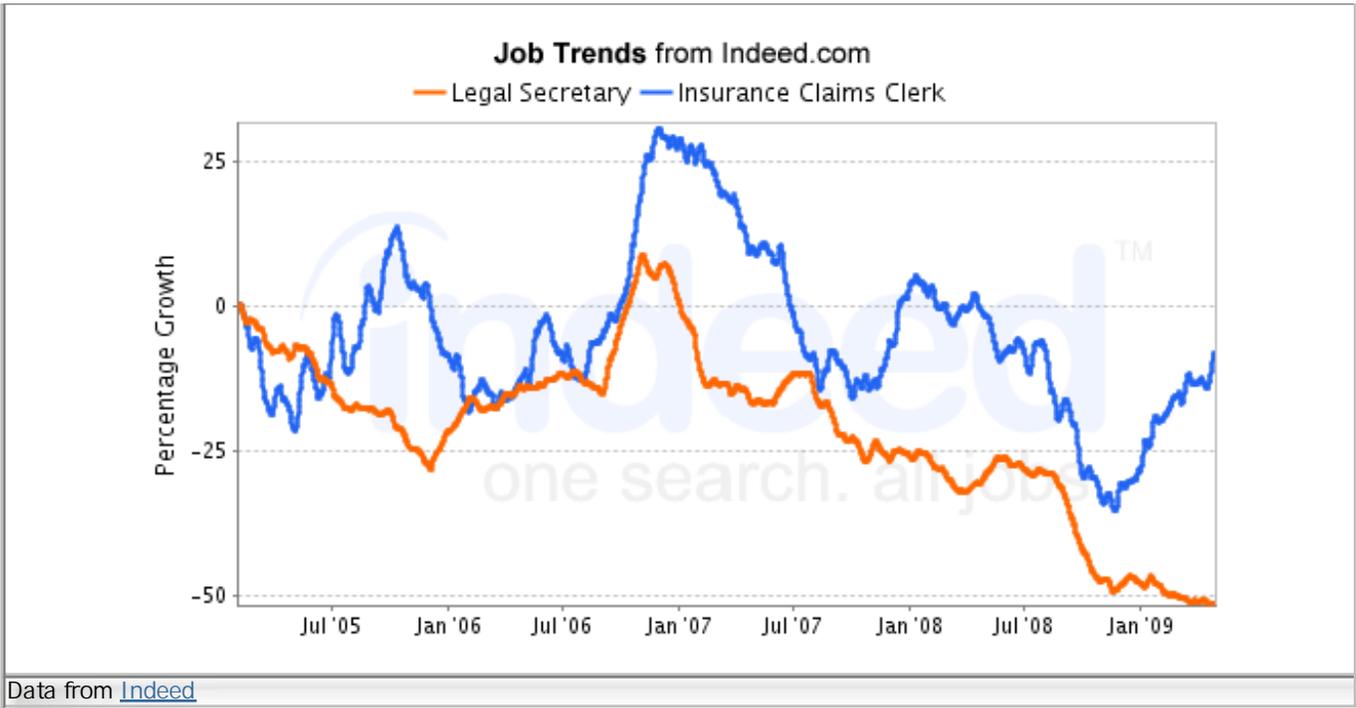
Maine Department of Labor.

Description	Legal Secretaries	Insurance Claims Clerks	Difference
Median Wage	\$ 33,360	\$ 31,380	\$(1,980)
10th Percentile Wage	\$ 24,750	\$ 24,090	\$(660)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 38,640	\$ 36,980	\$(1,660)
90th Percentile Wage	\$ 44,620	\$ 42,620	\$(2,000)
Mean Wage	\$ 33,640	\$ 32,190	\$(1,450)
Total Employment - 2427	1,300	1,810	510
Employment Base - 2006	1,349	1,849	500
Projected Employment - 2436	1,419	1,699	280
Projected Job Growth - 2006-2436	5.2 %	-8.1 %	-13.3 %
Projected Annual Openings - 2006-2436	29	22	-7
Special			

Special Occupations:

National Job Posting Trends

Trend for Legal Secretaries and Insurance Claims Clerks



Programs			
Related Programs			
General Office/Clerical and Typing Services			
<p>General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.</p>			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Legal Secretaries									
O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6012.00	Legal Secretaries	100	3	1,300	\$33,360.00	\$0.00	5%	29	
43-6011.00	Executive Secretaries and Administrative Assistants	92	3	3,330	\$38,830.00	\$5,470.00	6%	76	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$10,570.00	-7%	1	
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$6,900.00	15%	30	★



43-4011.00	Brokerage Clerks	87	3	270	\$39,120.00	\$5,760.00	-13%	8	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$22,730.00	-1%	12	
43-4061.00	Eligibility Interviewers, Government Programs	86	3	610	\$33,440.00	\$80.00	0%	11	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	85	3	450	\$36,790.00	\$3,430.00	5%	13	
13-1031.01	Claims Examiners, Property and Casualty Insurance	84	3	1,570	\$49,360.00	\$16,000.00	3%	44	★
23-2093.00	Title Examiners, Abstractors, and Searchers	84	3	100	\$34,490.00	\$1,130.00	-7%	2	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	83	4	770	\$43,900.00	\$10,540.00	8%	23	
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	83	5	120	\$48,060.00	\$14,700.00	0%	0	
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$7,000.00	5%	5	
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$1,750.00	-3%	1	
13-2072.00	Loan Officers	82	3	1,450	\$49,380.00	\$16,020.00	9%	29	

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 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%

TORQ Analysis of Legal Secretaries to Billing, Cost, and Rate Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Legal Secretaries	43-6012.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								90			
Ability TORQ			Skills TORQ			Knowledge TORQ					
Level		91	Level		93	Level		85			
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Mathematical Reasoning	41	31	56	Critical Thinking	66	7	74	Philosophy and Theology	11	3	70
Number Facility	44	18	53								
Information Ordering	48	4	59								
Problem Sensitivity	44	2	62								
Category Flexibility	44	2	56								
LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Legal Secretaries and Billing, Cost, and Rate Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Legal Secretaries	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	64 	51 	68 
Oral Expression	59 	50 	68 
Speech Recognition	57 	48 	65 
Speech Clarity	44 	44 	65 
Problem Sensitivity	42 	44 	62 
Deductive Reasoning	46 	42 	62 
Written Comprehension	64 	48 	59 
Inductive Reasoning	42 	41 	59 

Information Ordering	44	48	59
Near Vision	67	55	59
Category Flexibility	42	44	56
Mathematical Reasoning	10	41	56
Number Facility	26	44	53
Written Expression	59	42	50
Selective Attention	41	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Legal Secretaries	Billing, Cost, and Rate Clerks	Importance
Critical Thinking	59	66	74

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Legal Secretaries	Billing, Cost, and Rate Clerks	Importance
Philosophy and Theology	8	11	70

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Legal Secretaries	Billing, Cost, and Rate Clerks		Description	Legal Secretaries	Billing, Cost, and Rate Clerks
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	21%	0%		Post-Masters Cert	0%	0%
4-6 years	7%	11%		Master's Degree	0%	0%
2-4 years	30%	14%		Post-Bachelor Cert	0%	0%
1-2 years	9%	35%		Bachelors	0%	18%
6-12 months	19%	15%		AA or Equiv	48%	24%
3-6 months	0%	8%		Some College	29%	4%
1-3 months	7%	0%		Post-Secondary Certificate	6%	15%
0-1 month	0%	0%		High School Diploma or GED	15%	35%
None	3%	13%		No HSD or GED	0%	1%

Legal Secretaries

Billing, Cost, and Rate Clerks

Most Common Educational/Training Requirement:

Postsecondary vocational award

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.

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Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

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

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Tasks

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

Billing, Cost, and Rate Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Specific Tasks

Occupation Specific Tasks:

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



- court decisions relevant to pending cases.
- Schedule and make appointments.
- Submit articles and information from 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

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

Detailed Tasks

Detailed Work Activities:

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



- route multi-line telephone calls
- schedule meetings or appointments
- schedule or contract meeting facilities
- take dictation
- take meeting notes
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
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Labor Market Comparison

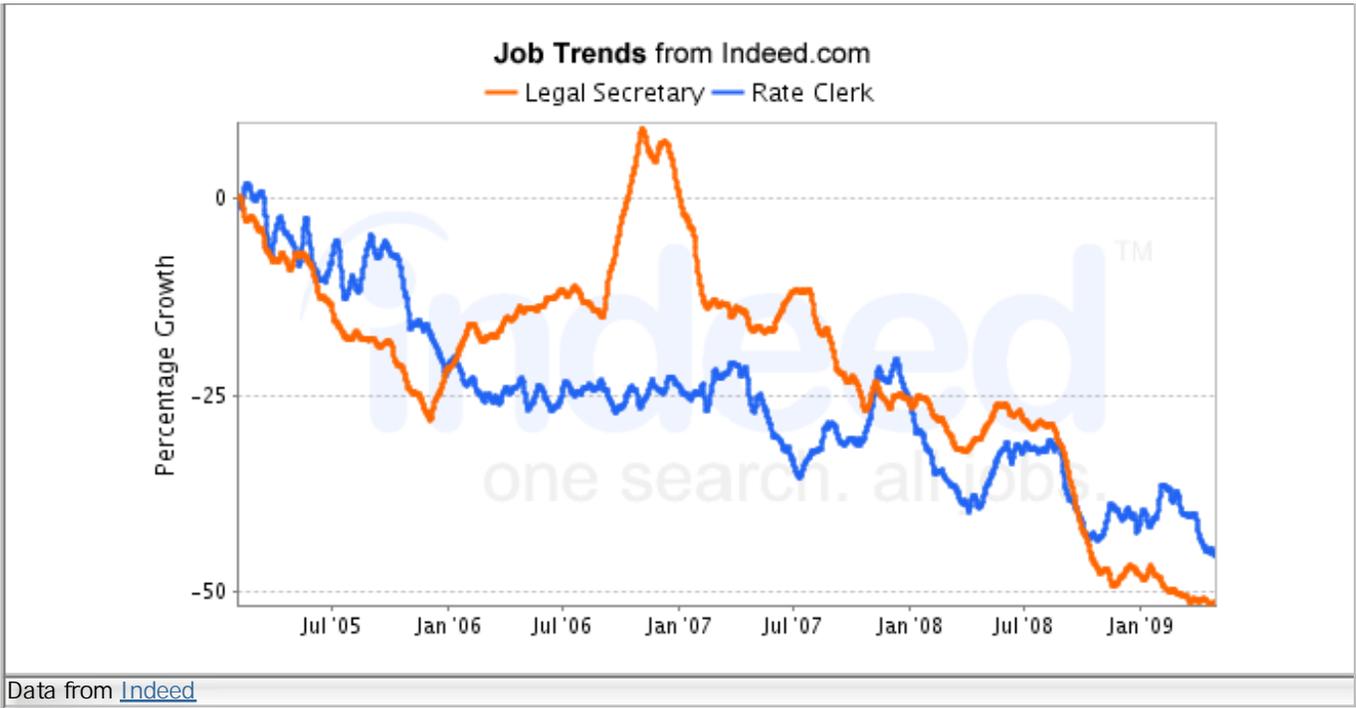
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Employment Base - 2006	1,349	2,045	696
Projected Employment - 2436	1,419	2,066	647
Projected Job Growth - 2006-2436	5.2 %	1.0 %	-4.2 %
Projected Annual Openings - 2006-2436	29	28	-1
Special			

Special Occupations:

National Job Posting Trends

Trend for Legal Secretaries and Billing, Cost, and Rate Clerks



Programs			
Related Programs			
Accounting Technician			
Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.			
Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
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.			
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43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$7,000.00	5%	5	
25-4011.00	Archivists	82	4	30	\$42,460.00	\$9,100.00	5%	2	
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$1,750.00	-3%	1	

Special Occupations:

Top Industries for Billing, Cost, and Rate Clerks					
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%
Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%
Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%

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Industry & Occupational Data Sources

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

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

Labor Market Comparisons Occupational Projections data from Maine Department of Labor

National Posting Trends Indeed.com

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

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