



TORO Analysis of Administrative Services Managers to License Clerks

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Administrative Services Managers	11-3011.00	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

OUTPUT SECTION:

Grand TORQ:		92
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Ability TORQ		Skills TORQ		Knowledge TORQ	
Level		Level		Level	
	97		90		91

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Selective Attention	39	5	50	No Skills Upgrade Required!				Customer and Personal Service	76	9	88

LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Administrative Services Managers and License Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Administrative Services Managers	License Clerks	Importance
Oral Comprehension	53	51	75
Oral Expression	60	53	75
Written Comprehension	53	50	72
Written Expression	59	48	65
Speech Recognition	51	41	62
Speech Clarity	46	44	62
Near Vision	62	51	59
Problem Sensitivity	51	42	53
Deductive Reasoning	48	44	50

Inductive Reasoning	46	42	50
Information Ordering	46	44	50
Selective Attention	34	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Administrative Services Managers	License Clerks	Importance
Active Listening	67	62	83
Reading Comprehension	65	64	80
Speaking	68	56	76
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Administrative Services Managers	License Clerks	Importance
Customer and Personal Service	67	76	88
Clerical	70	68	73

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Administrative Services Managers	License Clerks	Description	Administrative Services Managers	License Clerks
10+ years	1%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	35%	0%	Master's Degree	0%	0%
2-4 years	6%	24%	Post-Bachelor Cert	9%	0%
1-2 years	8%	25%	Bachelors	16%	0%
6-12 months	13%	10%	AA or Equiv	10%	3%
3-6 months	31%	24%	Some College	3%	37%
1-3 months	0%	0%	Post-Secondary Certificate	36%	5%
0-1 month	0%	0%	High School Diploma or GED	22%	54%
None	0%	15%	No HSD or GED	1%	0%
Administrative Services Managers			License Clerks		
Most Common Educational/Training Requirement:					
Bachelor's or higher degree, plus work experience			Short-term on-the-job training		
Job Zone Comparison					
4 - Job Zone Four: Considerable Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.			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 of these occupations require a four - year bachelor's degree, but some do not.

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 several years of work-related experience, on-the-job training, and/or vocational training.

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

Tasks

Administrative Services Managers

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Acquire, distribute and store supplies.
- Analyze internal processes and recommend and implement procedural or policy changes to improve operations, such as supply changes or the disposal of records.
- Conduct classes to teach procedures to staff.
- Direct or coordinate the supportive services department of a business, agency, or organization.
- Dispose of, or oversee the disposal of, surplus or unclaimed property.
- Hire and terminate clerical and administrative personnel.
- Manage leasing of facility space.
- Monitor the facility to ensure that it remains safe, secure, and well-maintained.
- Oversee construction and renovation projects to improve efficiency and to

License Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to courts for adherence to laws or court procedures.
- Explain procedures or forms to parties in cases or to the general public.



ensure that facilities meet environmental, health, and security standards, and comply with government regulations.

- Oversee the maintenance and repair of machinery, equipment, and electrical and mechanical systems.
- Participate in architectural and engineering planning and design, including space and installation management.
- Plan, administer and control budgets for contracts, equipment and supplies.
- Prepare and review operational reports and schedules to ensure accuracy and efficiency.
- Set goals and deadlines for the department.

Detailed Tasks

Detailed Work Activities:

- adhere to safety procedures
- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- analyze technical data, designs, or preliminary specifications
- assign work to staff or employees
- conduct or attend staff meetings
- consult with managerial or supervisory personnel
- delegate appropriate administrative support activities
- design systems in cooperation with colleagues
- determine policies related to administration, standards, or facility maintenance
- develop maintenance schedules
- direct and coordinate activities of workers or staff
- document provision of administrative services
- evaluate office operations
- hire, discharge, transfer, or promote workers
- inspect property for construction, condition, or design
- interview job applicants
- maintain administrative services procedures manual
- maintain inventory of office equipment or furniture
- maintain records, reports, or files
- manage building maintenance projects
- manage contracts
- manage contracts
- manage inventories or supplies

- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.

- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court 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



- modify work procedures or processes to meet deadlines
- monitor operations to verify conformance to standards
- monitor repairs or maintenance to enforce standards
- negotiate real estate sales or rental contracts
- order or purchase supplies, materials, or equipment
- oversee work progress to verify safety or conformance to standards
- prepare financial reports
- prepare rental or lease agreement
- prepare reports
- prepare reports of property or facility status
- prepare safety reports
- purchase office equipment or furniture
- recommend solutions of administrative problems
- schedule employee work hours
- schedule facility or property maintenance
- use facility management techniques
- use interpersonal communication techniques
- use negotiation techniques
- write administrative procedures services manual

- use interviewing procedures
- use shorthand writing procedures

Technology - Examples

Technology - Examples

Accounting software

- Intuit QuickBooks
- Sage Peachtree
- Sage Software Peachtree software
- Sage Timberline Office software

Charting software

- Microsoft Office Visio

Data base reporting software

- Business Objects Crystal Reports

Data base user interface and query software

- Microsoft Access

Desk top publishing software

- Adobe Systems Adobe PageMaker
- Microsoft Publisher

Document management software

- Adobe Systems Adobe Acrobat software

Electronic mail software



• Email software
• IBM Lotus Notes
• Microsoft Outlook
• Novell GroupWise
Enterprise resource planning ERP software
• Oracle PeopleSoft
Human resources software
• ADP Enterprise HRMS
Internet browser software
• Microsoft Internet Explorer
• Web browser software
Office suite software
• Microsoft Office
Presentation software
• Microsoft PowerPoint
Project management software
• Microsoft Project
Spreadsheet software
• Microsoft Excel
Word processing software
• Microsoft Word
Tools - Examples
• 10-key calculators
• Desktop computers
• Laptop computers
• Personal computers
• Personal digital assistants PDA
• Photocopying equipment
• Scanners
• Multi-line telephone systems
• Tablet computers

Labor Market Comparison			
Description	Administrative Services Managers	License Clerks	Difference



Median Wage	\$ 56,630	\$ 27,650	\$(28,980)
10th Percentile Wage	\$ 35,200	\$ 19,340	\$(15,860)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 73,310	\$ 32,310	\$(41,000)
90th Percentile Wage	\$ 93,540	\$ 37,730	\$(55,810)
Mean Wage	\$ 60,800	\$ 27,780	\$(33,020)
Total Employment - 2007	1,090	1,190	100
Employment Base - 2006	1,097	1,198	101
Projected Employment - 2016	1,151	1,302	151
Projected Job Growth - 2006-2016	4.9 %	8.7 %	3.8 %
Projected Annual Openings - 2006-2016	34	37	3

National Job Posting Trends

Trend for Administrative Services Managers

Trend for License Clerks

Job Trends from Indeed.com

— Administrative Services Manager — License Clerk



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

Recommended 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 Administrative Services Managers

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
11-3011.00	Administrative Services Managers	100	4	1,090	\$56,630.00	\$0.00	5%	34
11-3041.00	Compensation and Benefits Managers	90	3	200	\$68,560.00	\$11,930.00	2%	5
11-3031.02	Financial Managers, Branch or Department	89	4	2,440	\$67,670.00	\$11,040.00	7%	58
41-3031.02	Sales Agents, Financial Services	89	4	0	\$65,230.00	\$8,600.00	5%	33
11-3042.00	Training and Development Managers	89	4	140	\$66,670.00	\$10,040.00	7%	4
41-3031.01	Sales Agents, Securities and Commodities	88	4	0	\$65,230.00	\$8,600.00	5%	33
11-2031.00	Public Relations Managers	87	4	290	\$71,020.00	\$14,390.00	9%	10
13-2052.00	Personal Financial Advisors	87	3	360	\$94,100.00	\$37,470.00	10%	13
11-3071.01	Transportation Managers	87	3	710	\$62,270.00	\$5,640.00	5%	25
11-3071.02	Storage and Distribution Managers	86	3	710	\$62,270.00	\$5,640.00	5%	25
41-9021.00	Real Estate Brokers	86	3	320	\$61,300.00	\$4,670.00	-1%	22
11-2022.00	Sales Managers	86	4	1,310	\$72,720.00	\$16,090.00	3%	32



11-9033.00	Education Administrators, Postsecondary	85	5	600	\$58,090.00	\$1,460.00	7%	21
13-2031.00	Budget Analysts	85	4	170	\$57,290.00	\$660.00	3%	5
11-3031.01	Treasurers and Controllers	85	5	2,440	\$67,670.00	\$11,040.00	7%	58

Top Industries for License Clerks

Industry	NAICS	% in 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 Administrative Services Managers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	8.84%	21,837	23,928	9.58%
Local government, excluding education and hospitals	939300	6.08%	15,016	16,523	10.03%
State government, excluding education and hospitals	929200	5.49%	13,578	13,051	-3.89%
Management of companies and enterprises	551100	5.24%	12,941	14,612	12.91%
General medical and surgical hospitals, public and private	622100	4.57%	11,303	12,257	8.44%
Elementary and secondary schools, public and private	611100	3.83%	9,459	9,763	3.22%
Depository credit intermediation	522100	2.17%	5,370	5,362	-0.14%
Offices of physicians	621100	1.88%	4,657	5,747	23.40%
Federal government, excluding postal service	919999	1.67%	4,128	3,822	-7.41%
Employment services	561300	1.57%	3,871	4,799	23.97%
Office administrative services	561100	1.56%	3,854	4,786	24.19%
Management, scientific, and technical consulting services	541600	1.44%	3,565	6,233	74.86%
Computer systems design and related services	541500	1.35%	3,343	4,421	32.25%
Junior colleges, public and private	611200	1.26%	3,108	3,364	8.23%

Religious organizations	813100	1.25%	3,098	3,641	17.54%
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