



TORO Analysis of Dispatchers, Except Police, Fire, and Ambulance to Cargo and Freight Agents

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Dispatchers, Except Police, Fire, and Ambulance	43-5032.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Cargo and Freight Agents	43-5011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

88

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	88	Level	90	Level	87

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	51	9	65	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Written Expression	50	9	56								
Oral Comprehension	57	4	75								
Inductive Reasoning	48	4	50								
Selective Attention	44	2	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Cargo and Freight Agents. GAP refers to level difference between Dispatchers, Except Police, Fire, and Ambulance and Cargo and Freight Agents.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Dispatchers, Except Police, Fire, and Ambulance	Cargo and Freight Agents	Importance
Oral Comprehension	53	57	75
Oral Expression	59	55	75
Written Comprehension	42	51	65
Speech Clarity	50	44	62
Written Expression	41	50	56



Description	Dispatchers, Except Police, Fire, and Ambulance	Cargo and Freight Agents	Importance
Problem Sensitivity	50	46	56
Near Vision	48	46	56
Speech Recognition	55	42	56
Deductive Reasoning	50	48	50
Inductive Reasoning	44	48	50
Selective Attention	42	44	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Dispatchers, Except Police, Fire, and Ambulance	Cargo and Freight Agents	Importance
Reading Comprehension	61	58	84
Active Listening	59	56	73
Critical Thinking	65	59	71
Speaking	60	59	69
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Dispatchers, Except Police, Fire, and Ambulance	Cargo and Freight Agents	Importance
Transportation	56	56	86

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Dispatchers, Except Police, Fire, and Ambulance	Cargo and Freight Agents	Description	Dispatchers, Except Police, Fire, and Ambulance	Cargo and Freight Agents
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	5%	41%	Master's Degree	0%	0%
2-4 years	20%	3%	Post-Bachelor Cert	0%	0%
1-2 years	31%	2%	Bachelors	0%	36%
6-12 months	10%	6%	AA or Equiv	0%	2%
3-6 months	0%	28%	Some College	21%	3%
1-3 months	0%	0%	Post-Secondary Certificate	0%	0%
0-1 month	28%	0%	High School Diploma or GED	64%	23%
None	3%	16%	No HSD or GED	12%	34%
Dispatchers, Except Police, Fire, and Ambulance			Cargo and Freight Agents		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Moderate-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			2 - Job Zone Two: Some Preparation Needed		



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.

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 need anywhere from a few months to one year of working with experienced employees.

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Tasks

Dispatchers, Except Police, Fire, and Ambulance

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

Specific Tasks

Occupation Specific Tasks:

- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.
- Arrange for necessary repairs to restore service and schedules.
- Confer with customers or supervising personnel to address questions, problems, and requests for service or equipment.
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- Ensure timely and efficient movement of trains according to train orders and schedules.
- Monitor personnel or equipment locations and utilization to coordinate service and schedules.

Cargo and Freight Agents

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Advise clients on transportation and payment methods.
- Arrange insurance coverage for goods.
- Assemble containers and crates used to transport items such as machines or vehicles.
- Attach address labels, identification codes, and shipping instructions to containers.
- Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
- Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs.
- Coordinate and supervise activities of workers engaged in packing and shipping



- Order supplies and equipment, and issue them to personnel.
- Oversee all communications within specifically assigned territories.
- Prepare daily work and run schedules.
- Receive or prepare work orders.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- communicate technical information
- compile numerical or statistical data
- coordinate equipment or personnel in mechanical repair setting
- determine specifications
- determine work priority, crew or equipment requirements
- direct and coordinate highway transportation activities
- direct human or vehicle traffic
- evaluate importance of incoming telephone calls
- expedite freight movement
- explain traffic or transportation situations concisely
- fill out business or government forms
- identify best itinerary based on knowledge of routes
- maintain records, reports, or files
- maintain telephone logs
- make decisions
- manage inventories or supplies
- monitor public transportation system operation
- order or purchase supplies, materials, or equipment
- oversee activities related to dispatching, routing, or tracking transportation vehicles
- prepare reports
- provide customer service in surface transportation
- read maps
- read work order, instructions, formulas, or processing charts

workers engaged in packing and shipping merchandise.

- Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents.
- Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely.
- Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Estimate freight or postal rates, and record shipment costs and weights.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
- Install straps, braces, and padding to loads in order to prevent shifting or damage during shipment.
- Keep records of all goods shipped, received, and stored.
- Maintain a supply of packing materials.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Obtain flight numbers, airplane numbers, and names of crew members from dispatchers, and record data on airplane flight papers.
- Open cargo containers and unwrap contents, using steel cutters, crowbars, or other hand tools.
- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.
- Prepare manifests showing baggage, mail, and freight weights, and number of passengers on airplanes, and transmit data to destinations.
- Retrieve stored items and trace lost shipments as necessary.
- Route received goods to first available flight or to appropriate storage areas or departments, using forklifts, handtrucks, or other equipment.
- Send samples of merchandise to quality control units for inspection.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- calculate monetary exchange
- collect payment
- compile numerical or statistical data



- relay information to proper officials
- schedule activities, classes, or events
- schedule air or surface pickup, delivery, or distribution of product
- schedule employee work hours
- schedule facility or property maintenance
- take messages
- use computers to enter, access or retrieve data
- use local or regional geographical knowledge to transportation
- use telephone communication techniques
- use two-way radio or mobile phone

Technology - Examples

Aviation ground support software

- Bornemann Associates Flight Plan
- Sabre software

Customer relationship management CRM software

- Command Alkon COMMANDconcrete
- Digital Gateway e-automate

Data base reporting software

- Locomotive distribution software

Data base user interface and query software

- Database software
- Sky Scheduler software

Electronic mail software

- Email software

Enterprise resource planning ERP software

- TMW PowerSuite

Expert system software

- Computer aided dispatching auto routing software
- Rail Traffic Track Warrant Control System

Internet browser software

- Web browser software

Map creation software

- ESRI ArcIMS
- Geomechanical design analysis GDA software

Mobile location based services software

- Air-Trak Cloudberry
- Global positioning system GPS software

- expedite freight movement
- load/unload passenger luggage or cargo
- maintain records, reports, or files
- observe loading of freight to ensure crew compliance with procedures
- obtain flight information from dispatcher
- prepare reports
- provide customer service
- read maps
- route freight shipments
- sell products or services
- use computers to enter, access or retrieve data
- verify ticket or pass

Technology - Examples



- Mobile data terminal MDT equipment

- Resource management software

- Situation resource tracking software

- Transportation management software

Office suite software

- Microsoft Office

Route navigation software

- Routing software

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- Call management systems CMS

- Desktop computers

- Voice over internet protocol VoIP systems

- Dispatch servers

- Personal computers

- Switch controls

- Centralized traffic control units

- Multi-line telephone systems

- Teletypewriters TTY

- Touch screen monitors

- Mobile radios

- Job dispatch and vehicle tracking systems

Labor Market Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	Cargo and Freight Agents	Difference
Median Wage	\$ 31,480	\$ 40,360	\$ 8,880
10th Percentile Wage	\$ 22,760	\$ 28,000	\$ 5,240
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 39,050	\$ 47,570	\$ 8,520
90th Percentile Wage	\$ 51,640	\$ 52,070	\$ 430



Mean Wage	\$ 34,430	\$ 40,390	\$ 5,960
Total Employment - 2007	870	170	-700
Employment Base - 2006	798	163	-635
Projected Employment - 2016	789	171	-618
Projected Job Growth - 2006-2016	-1.1 %	4.9 %	6.0 %
Projected Annual Openings - 2006-2016	20	5	-15

National Job Posting Trends

Trend for Dispatchers, Except Police, Fire, and Ambulance

Trend for
Cargo and
Freight
Agents

Job Trends from Indeed.com

— Dispatcher — Cargo and Freight Agent

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

Recommended Programs

General Office/Clerical and Typing Services

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

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

Maine Statewide Promotion Opportunities for Dispatchers, Except Police, Fire, and Ambulance



O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5032.00	Dispatchers, Except Police, Fire, and Ambulance	100	2	870	\$31,480.00	\$0.00	-1%	20
43-6011.00	Executive Secretaries and Administrative Assistants	88	3	3,330	\$38,830.00	\$7,350.00	6%	76
43-5011.00	Cargo and Freight Agents	88	2	170	\$40,360.00	\$8,880.00	5%	5
43-3061.00	Procurement Clerks	87	3	0	\$33,300.00	\$1,820.00	-2%	5
11-3071.01	Transportation Managers	85	3	710	\$62,270.00	\$30,790.00	5%	25
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$13,730.00	-2%	21
43-9011.00	Computer Operators	84	3	230	\$33,120.00	\$1,640.00	-30%	4
13-1071.01	Employment Interviewers	84	3	610	\$41,200.00	\$9,720.00	10%	19
43-4011.00	Brokerage Clerks	83	3	270	\$39,120.00	\$7,640.00	-13%	8
43-6012.00	Legal Secretaries	83	3	1,300	\$33,360.00	\$1,880.00	5%	29
43-5051.00	Postal Service Clerks	83	2	580	\$44,780.00	\$13,300.00	-3%	13
13-1031.01	Claims Examiners, Property and Casualty Insurance	83	3	1,570	\$49,360.00	\$17,880.00	3%	44
43-5061.00	Production, Planning, and Expediting Clerks	83	2	1,320	\$38,490.00	\$7,010.00	-1%	35
11-9131.00	Postmasters and Mail Superintendents	82	3	420	\$55,200.00	\$23,720.00	-5%	10
13-2053.00	Insurance Underwriters	82	3	460	\$56,090.00	\$24,610.00	-1%	12

Top Industries for Cargo and Freight Agents

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%



General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
Deep sea, coastal, and great lakes water transportation	483100	0.58%	495	596	20.51%
Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%

Top Industries for Dispatchers, Except Police, Fire, and Ambulance

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
General freight trucking	484100	14.30%	27,194	27,683	1.80%
Local government, excluding education and hospitals	939300	5.95%	11,323	11,448	1.10%
Specialized freight trucking	484200	4.76%	9,061	9,185	1.37%
Taxi and limousine service	485300	4.49%	8,533	8,564	0.36%
Plumbing, heating, and air-conditioning contractors	238220	3.76%	7,144	7,261	1.63%
Freight transportation arrangement	488500	3.31%	6,306	7,194	14.08%
Security systems services	561620	2.81%	5,339	6,453	20.87%
Support activities for road transportation	488400	2.69%	5,124	5,071	-1.04%
Couriers	492100	2.68%	5,093	4,925	-3.29%
Cement and concrete product manufacturing	327300	2.53%	4,816	4,705	-2.31%
Automobile dealers	441100	1.98%	3,771	3,850	2.10%
Cable and other program distribution	517500	1.89%	3,588	4,373	21.89%
Management of companies and enterprises	551100	1.87%	3,559	3,692	3.75%
Electrical contractors	238210	1.73%	3,293	3,107	-5.63%
Rail transportation	482100	1.58%	3,002	2,325	-22.54%