



TORQ Analysis of Security Guards to Crossing Guards

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Security Guards	33-9032.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Crossing Guards	33-9091.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					88						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	 84	Level	 90	Level	 90						
Gaps To Narrow if Possible		Upgrade These Skills		Knowledge to Add							
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
No Critical Gaps Recorded!				No Skills Upgrade Required!				No Knowledge Upgrades Required!			
LEVEL and IMPT (IMPORTANCE) refer to the Target Crossing Guards. GAP refers to level difference between Security Guards and Crossing Guards.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Security Guards	Crossing Guards	Importance
Oral Expression	57 	53 	68 
Oral Comprehension	53 	46 	65 
Problem Sensitivity	60 	50 	65 
Speech Clarity	48 	46 	59 
Deductive Reasoning	46 	41 	53 
Near Vision	57 	37 	53 
Speech Recognition	50 	42 	53 
Inductive Reasoning	53 	39 	50 
Skill Level Comparison - Abilities with importance scores over 69			
Description	Security Guards	Crossing Guards	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Security Guards	Crossing Guards	Importance

Experience & Education Comparison



Related Work Experience Comparison				Required Education Level Comparison		
Description	Security Guards	Crossing Guards		Description	Security Guards	Crossing Guards
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	4%	0%		Master's Degree	0%	0%
2-4 years	4%	0%		Post-Bachelor Cert	0%	0%
1-2 years	13%	0%		Bachelors	0%	0%
6-12 months	11%	0%		AA or Equiv	14%	0%
3-6 months	0%	0%		Some College	5%	3%
1-3 months	0%	1%		Post-Secondary Certificate	3%	0%
0-1 month	24%	25%		High School Diploma or GED	73%	51%
None	41%	72%		No HSD or GED	2%	44%

Security Guards	Crossing Guards
Most Common Educational/Training Requirement:	
Short-term on-the-job training	Short-term on-the-job training
Job Zone Comparison	
<p>2 - Job Zone Two: Some Preparation Needed</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>	<p>1 - Job Zone One: Little or No Preparation Needed</p> <p>No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.</p> <p>These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.</p> <p>Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.</p>

Tasks	
Security Guards	Crossing Guards
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • 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. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests. • Assisting and Caring for Others - Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients. • 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



identifying, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Answer alarms and investigate disturbances.
- Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.
- Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.
- Circulate among visitors, patrons, or employees to preserve order and protect property.
- Drive or guard armored vehicle to transport money and valuables to prevent theft and ensure safe delivery.
- Escort or drive motor vehicle to transport individuals to specified locations or to provide personal protection.
- Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.
- Monitor and adjust controls that regulate building systems, such as air conditioning, furnace, or boiler.
- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.
- Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

Detailed Tasks

Detailed Work Activities:

- apply appropriate physical restraint
- authorize entry or exit of individuals
- communicate details in protective services settings
- enforce laws, ordinances, or regulations
- escort prisoners, defendants or individuals needing protection
- explain rules, policies or regulations
- investigate complaints, disturbances, or violations

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.

- Performing General Physical Activities - Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.

Specific Tasks

Occupation Specific Tasks:

- Communicate traffic and crossing rules and other information to students and adults.
- Direct or escort pedestrians across streets, stopping traffic as necessary.
- Direct traffic movement or warn of hazards, using signs, flags, lanterns, and hand signals.
- Discuss traffic routing plans and control point locations with superiors.
- Distribute traffic control signs and markers at designated points.
- Guide or control vehicular or pedestrian traffic at such places as street and railroad crossings and construction sites.
- Inform drivers of detour routes through construction sites.
- Learn the location and purpose of street traffic signs within assigned patrol areas.
- Monitor traffic flow to locate safe gaps through which pedestrians can cross streets.
- Record license numbers of vehicles disregarding traffic signals, and report infractions to appropriate authorities.
- Report unsafe behavior of children to school officials.
- Stop speeding vehicles to warn drivers of traffic laws.

Detailed Tasks

Detailed Work Activities:

- communicate details in protective services settings
- direct human or vehicle traffic
- distribute traffic control or caution signs or markers
- escort pedestrians across street
- follow traffic laws
- maintain safe environment for children
- observe vehicular or pedestrian traffic
- oversee work progress to verify safety or conformance to standards
- recognize public safety hazards
- review traffic routing or control plans
- use first aid procedures
- use oral or written communication techniques



- maintain production or work records
- make decisions
- manage detailed records or files in security setting
- monitor alarm system to detect fires or other emergencies
- monitor entrance or exit of persons
- operate vehicles in law enforcement or security setting
- oversee work progress to verify safety or conformance to standards
- patrol or guard area or premises
- prepare reports
- recognize public safety hazards
- take messages
- transport passengers or cargo
- use firearms
- use oral or written communication techniques

- use traffic control procedures

Technology - Examples

Technology - Examples

Data base user interface and query software

- Data entry software

Spreadsheet software

- IBM Lotus 1-2-3
- Microsoft Excel

Word processing software

- Corel WordPerfect software
- Microsoft Word

Tools - Examples

- Security alarm systems
- Patrol cars
- Desktop computers
- Video cameras
- First aid kits
- Multipurpose fire extinguishers
- Metal handcuffs
- Pistols
- Nightsticks
- Laptop computers
- Personal computers
- Switchboards

- Security surveillance systems
- Multi-line telephone systems
- Two way radios

Labor Market Comparison

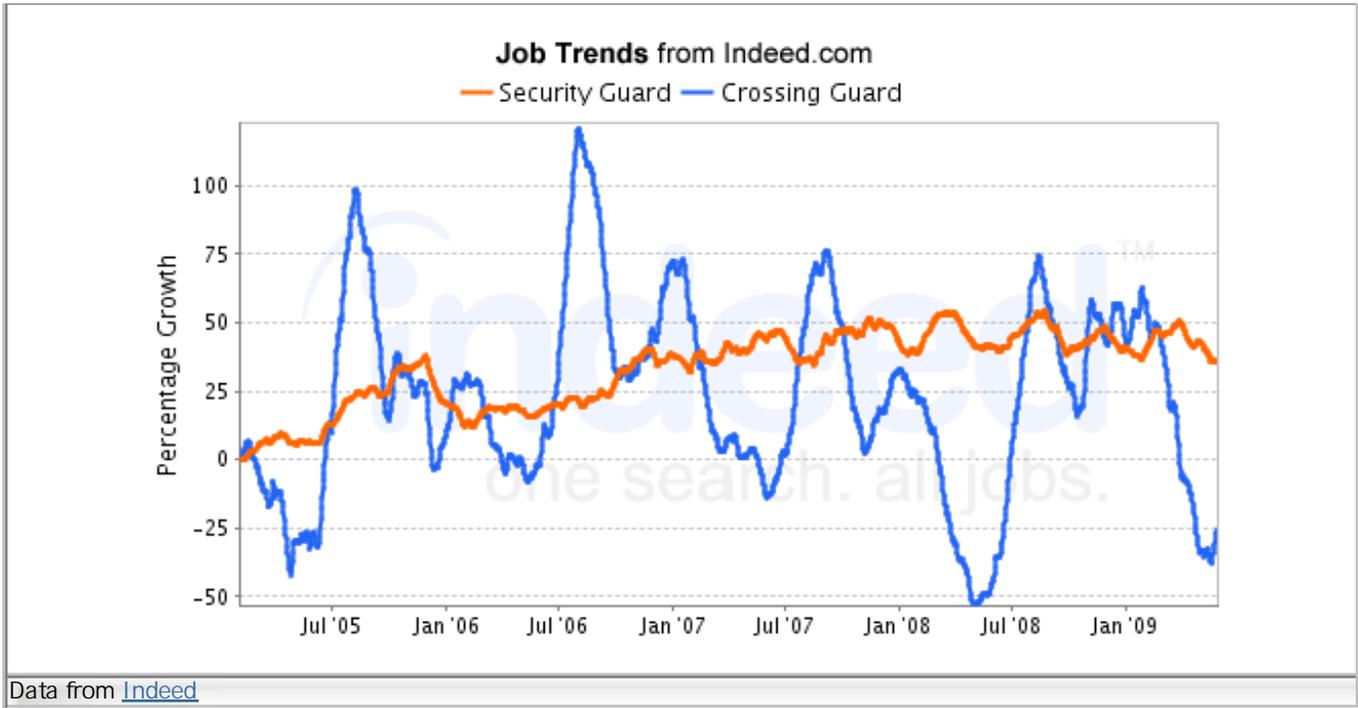
Maine Department of Labor.

Description	Security Guards	Crossing Guards	Difference
Median Wage	\$ 22,340	\$ 18,390	\$(3,950)
10th Percentile Wage	\$ 16,600	\$ 15,460	\$(1,140)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 28,010	\$ 20,210	\$(7,800)
90th Percentile Wage	\$ 33,330	\$ 23,170	\$(10,160)
Mean Wage	\$ 23,800	\$ 18,670	\$(5,130)
Total Employment - 2320	2,040	500	-1,540
Employment Base - 2006	2,079	474	-1,605
Projected Employment - 2329	2,205	551	-1,654
Projected Job Growth - 2006-2329	6.1 %	16.2 %	10.2 %
Projected Annual Openings - 2006-2329	55	22	-33
Special			

Special Occupations:

National Job Posting Trends

Trend for Security Guards and Crossing Guards



Programs
Related Programs
Security and Protective Services, Other
Security and Protective Services, Other. Any instructional program in protective services not listed above.
No information on schools for the program

Maine Statewide Promotion Opportunities for Security Guards									
O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
33-9032.00	Security Guards	100	2	2,040	\$22,340.00	\$0.00	6%	55	
43-4031.03	License Clerks	87	2	1,190	\$27,650.00	\$5,310.00	9%	37	
33-3011.00	Bailiffs	86	2	90	\$28,350.00	\$6,010.00	11%	3	
43-2011.00	Switchboard Operators, Including Answering Service	85	2	840	\$22,920.00	\$580.00	-12%	18	
43-4031.01	Court Clerks	85	2	1,190	\$27,650.00	\$5,310.00	9%	37	
33-3041.00	Parking Enforcement Workers	85	2	50	\$27,760.00	\$5,420.00	12%	2	
39-6012.00	Concierges	84	2	30	\$23,450.00	\$1,110.00	0%	0	



43-5031.00	Police, Fire, and Ambulance Dispatchers	84	2	650	\$32,680.00	\$10,340.00	13%	25
43-9041.01	Insurance Claims Clerks	84	2	1,810	\$31,380.00	\$9,040.00	-8%	22
43-6013.00	Medical Secretaries	83	2	3,600	\$27,450.00	\$5,110.00	15%	112
33-3012.00	Correctional Officers and Jailers	83	3	1,260	\$31,330.00	\$8,990.00	15%	49
43-4171.00	Receptionists and Information Clerks	83	2	2,680	\$23,230.00	\$890.00	9%	95
43-6011.00	Executive Secretaries and Administrative Assistants	83	3	3,330	\$38,830.00	\$16,490.00	6%	76
43-9041.02	Insurance Policy Processing Clerks	83	2	1,810	\$31,380.00	\$9,040.00	-8%	22
29-2051.00	Dietetic Technicians	83	3	170	\$27,270.00	\$4,930.00	13%	7

Special Occupations:

Top Industries for Crossing Guards

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	68.54%	47,511	48,036	1.10%
Elementary and secondary schools, public and private	611100	15.30%	10,606	10,059	-5.16%
Other support services	561900	6.33%	4,385	5,407	23.29%
Highway, street, and bridge construction	237300	2.63%	1,823	1,767	-3.10%
Employment services	561300	2.29%	1,590	1,811	13.91%
Power and communication line and related structures construction	237130	0.36%	247	234	-5.32%
State government, excluding education and hospitals	929200	0.19%	132	117	-11.68%
Motion picture and video exhibition	512130	0.15%	102	95	-7.53%
Colleges, universities, and professional schools, public and private	611300	0.12%	83	84	0.68%
Other specialty trade contractors	238900	0.10%	70	70	-0.53%

Top Industries for Security Guards

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Investigation, guard, and armored car services	561610	53.56%	557,135	666,716	19.67%
Local government, excluding education and hospitals	939300	3.42%	35,627	40,022	12.34%
General medical and surgical hospitals, public and private	622100	3.25%	33,818	37,440	10.71%
Elementary and secondary schools, public and private	611100	3.02%	31,465	33,158	5.38%
Colleges, universities, and professional schools, public and private	611300	2.31%	24,039	26,893	11.87%
Lessors of real estate	531100	1.87%	19,443	21,422	10.18%
Department stores	452100	1.84%	19,098	15,035	-21.27%
Drinking places (alcoholic beverages)	722400	1.47%	15,252	14,054	-7.86%
Employment services	561300	1.37%	14,209	17,984	26.56%
Casino hotels	721120	0.99%	10,314	12,251	18.79%
Activities related to real estate	531300	0.93%	9,662	12,313	27.44%
Security systems services	561620	0.87%	9,034	12,133	34.30%
Facilities support services	561200	0.82%	8,482	12,558	48.06%
Full-service restaurants	722100	0.73%	7,553	8,308	10.00%
Management of companies and enterprises	551100	0.72%	7,477	8,619	15.28%

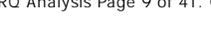
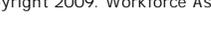


TORQ Analysis of Security Guards to Bailiffs

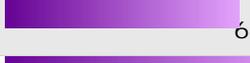
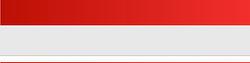
ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Security Guards	33-9032.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Bailiffs	33-3011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS														
Grand TORQ:												86		
Ability TORQ				Skills TORQ				Knowledge TORQ						
Level				87	Level				95	Level				77
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add						
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt			
Static Strength	53	9	50	No Skills Upgrade Required!				Law and Government	64	19	86			
Gross Body Coordination	41	4	53					Customer and Personal Service	79	10	81			
								Public Safety and Security	75	7	92			

LEVEL and IMPT (IMPORTANCE) refer to the Target Bailiffs. GAP refers to level difference between Security Guards and Bailiffs.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Security Guards	Bailiffs	Importance
Oral Expression	57 	44 	75 
Problem Sensitivity	60 	53 	72 
Selective Attention	57 	50 	72 
Speech Clarity	48 	46 	68 
Oral Comprehension	53 	44 	62 
Speech Recognition	50 	42 	59 
Gross Body Coordination	37 	41 	53 
Far Vision	53 	28 	53 
Deductive Reasoning	46 	41 	50 
Inductive Reasoning	53 	35 	50 
Static Strength	44 	53 	50 
Near Vision	57	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Security Guards	Bailiffs	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Security Guards	Bailiffs	Importance
Public Safety and Security	 68	 75	 92
Law and Government	 45	 64	 86
Customer and Personal Service	 69	 79	 81

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Security Guards	Bailiffs	Description	Security Guards	Bailiffs
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	4%	0%	Master's Degree	0%	0%
2-4 years	4%	1%	Post-Bachelor Cert	0%	0%
1-2 years	13%	16%	Bachelors	0%	0%
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1-3 months	0%	1%	Post-Secondary Certificate	3%	3%
0-1 month	24%	1%	High School Diploma or GED	73%	60%
None	41%	51%	No HSD or GED	2%	0%

Security Guards	Bailiffs
Most Common Educational/Training Requirement:	
Short-term on-the-job training	Moderate-term on-the-job training
Job Zone Comparison	
<p>2 - Job Zone Two: Some Preparation Needed</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>	<p>2 - Job Zone Two: Some Preparation Needed</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

Security Guards	Bailiffs
Core Tasks	Core Tasks



Generalized Work Activities:

- 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.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Answer alarms and investigate disturbances.
- Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.
- Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.
- Circulate among visitors, patrons, or employees to preserve order and protect property.
- Drive or guard armored vehicle to transport money and valuables to prevent theft and ensure safe delivery.
- Escort or drive motor vehicle to transport individuals to specified locations or to provide personal protection.
- Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.
- Monitor and adjust controls that regulate building systems, such as air conditioning, furnace, or boiler.
- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.

Generalized Work Activities:

- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- 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.

Specific Tasks

Occupation Specific Tasks:

- Announce entrance of judge.
- Check courtroom for security and cleanliness and assure availability of sundry supplies for use of judge.
- Collect and retain unauthorized firearms from persons entering courtroom.
- Enforce courtroom rules of behavior and warn persons not to smoke or disturb court procedure.
- Guard lodging of sequestered jury.
- Maintain order in courtroom during trial and guard jury from outside contact.
- Provide jury escort to restaurant and other areas outside of courtroom to prevent jury contact with public.
- Report need for police or medical assistance to sheriff's office.
- Stop people from entering courtroom while judge charges jury.

Detailed Tasks

Detailed Work Activities:

- apply appropriate physical restraint
- authorize entry or exit of individuals
- communicate details in protective services settings
- enforce laws, ordinances, or regulations
- escort prisoners, defendants or individuals needing protection
- evaluate premises for cleanliness
- explain rules, policies or regulations



- Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

Detailed Tasks

Detailed Work Activities:

- apply appropriate physical restraint
- authorize entry or exit of individuals
- communicate details in protective services settings
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- explain rules, policies or regulations
- investigate complaints, disturbances, or violations
- maintain production or work records
- make decisions
- manage detailed records or files in security setting
- monitor alarm system to detect fires or other emergencies
- monitor entrance or exit of persons
- operate vehicles in law enforcement or security setting
- oversee work progress to verify safety or conformance to standards
- patrol or guard area or premises
- prepare reports
- recognize public safety hazards
- take messages
- transport passengers or cargo
- use firearms
- use oral or written communication techniques

Technology - Examples

Data base user interface and query software

- Data entry software

Spreadsheet software

- IBM Lotus 1-2-3
- Microsoft Excel

Word processing software

- Corel WordPerfect software
- Microsoft Word

Tools - Examples

- Security alarm systems
- Patrol cars

- follow law enforcement methods or procedures
- monitor entrance or exit of persons
- monitor order or court procedure in courtroom
- oversee work progress to verify safety or conformance to standards
- patrol or guard area or premises
- recognize public safety hazards
- use arrest, search, or seizure legal statutes
- use firearms
- use oral or written communication techniques

Technology - Examples

- Desktop computers
- Video cameras
- First aid kits
- Multipurpose fire extinguishers
- Metal handcuffs
- Pistols
- Nightsticks
- Laptop computers
- Personal computers
- Switchboards
- Security surveillance systems
- Multi-line telephone systems
- Two way radios

Labor Market Comparison

Maine Department of Labor.

Description	Security Guards	Bailiffs	Difference
Median Wage	\$ 22,340	\$ 28,350	\$ 6,010
10th Percentile Wage	\$ 16,600	\$ 22,020	\$ 5,420
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 28,010	\$ 30,770	\$ 2,760
90th Percentile Wage	\$ 33,330	\$ 32,330	\$(1,000)
Mean Wage	\$ 23,800	\$ 28,240	\$ 4,440
Total Employment - 2320	2,040	90	-1,950
Employment Base - 2006	2,079	90	-1,989
Projected Employment - 2329	2,205	100	-2,105
Projected Job Growth - 2006-2329	6.1 %	11.1 %	5.1 %
Projected Annual Openings - 2006-2329	55	3	-52
Special			

Special Occupations:

National Job Posting Trends

Trend for Security Guards and Bailiffs



Programs			
Related Programs			
Law Enforcement/Police Science			
<p>Criminal Justice/Police Science. A program that prepares individuals to perform the duties of police and public security officers, including patrol and investigative activities, traffic control, crowd control and public relations, witness interviewing, evidence collection and management, basic crime prevention methods, weapon and equipment operation and maintenance, report preparation and other routine law enforcement responsibilities.</p>			
Institution	Address	City	URL
Southern Maine Community College	2 Fort Road	South Portland	www.smccME.edu

Maine Statewide Promotion Opportunities for Security Guards									
O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
33-9032.00	Security Guards	100	2	2,040	\$22,340.00	\$0.00	6%	55	
43-4031.03	License Clerks	87	2	1,190	\$27,650.00	\$5,310.00	9%	37	
33-3011.00	Bailiffs	86	2	90	\$28,350.00	\$6,010.00	11%	3	
33-3041.00	Parking Enforcement Workers	85	2	50	\$27,760.00	\$5,420.00	12%	2	

43-2011.00	Switchboard Operators, Including Answering Service	85	2	840	\$22,920.00	\$580.00	-12%	18
43-4031.01	Court Clerks	85	2	1,190	\$27,650.00	\$5,310.00	9%	37
39-6012.00	Concierges	84	2	30	\$23,450.00	\$1,110.00	0%	0
43-5031.00	Police, Fire, and Ambulance Dispatchers	84	2	650	\$32,680.00	\$10,340.00	13%	25
43-9041.01	Insurance Claims Clerks	84	2	1,810	\$31,380.00	\$9,040.00	-8%	22
29-2051.00	Dietetic Technicians	83	3	170	\$27,270.00	\$4,930.00	13%	7
33-3012.00	Correctional Officers and Jailers	83	3	1,260	\$31,330.00	\$8,990.00	15%	49
43-4171.00	Receptionists and Information Clerks	83	2	2,680	\$23,230.00	\$890.00	9%	95
43-6011.00	Executive Secretaries and Administrative Assistants	83	3	3,330	\$38,830.00	\$16,490.00	6%	76
43-9041.02	Insurance Policy Processing Clerks	83	2	1,810	\$31,380.00	\$9,040.00	-8%	22
43-6013.00	Medical Secretaries	83	2	3,600	\$27,450.00	\$5,110.00	15%	112

Special Occupations:

Top Industries for Bailiffs					
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	73.35%	13,650	15,334	12.34%
State government, excluding education and hospitals	929200	26.56%	4,943	5,335	7.94%

Top Industries for Security Guards					
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Investigation, guard, and armored car services	561610	53.56%	557,135	666,716	19.67%

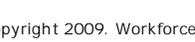
Local government, excluding education and hospitals	939300	3.42%	35,627	40,022	12.34%
General medical and surgical hospitals, public and private	622100	3.25%	33,818	37,440	10.71%
Elementary and secondary schools, public and private	611100	3.02%	31,465	33,158	5.38%
Colleges, universities, and professional schools, public and private	611300	2.31%	24,039	26,893	11.87%
Lessors of real estate	531100	1.87%	19,443	21,422	10.18%
Department stores	452100	1.84%	19,098	15,035	-21.27%
Drinking places (alcoholic beverages)	722400	1.47%	15,252	14,054	-7.86%
Employment services	561300	1.37%	14,209	17,984	26.56%
Casino hotels	721120	0.99%	10,314	12,251	18.79%
Activities related to real estate	531300	0.93%	9,662	12,313	27.44%
Security systems services	561620	0.87%	9,034	12,133	34.30%
Facilities support services	561200	0.82%	8,482	12,558	48.06%
Full-service restaurants	722100	0.73%	7,553	8,308	10.00%
Management of companies and enterprises	551100	0.72%	7,477	8,619	15.28%



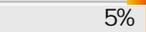
TORQ Analysis of Security Guards to License Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Security Guards	33-9032.00	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:					87						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	 84	Level	 92	Level	 84						
Gaps To Narrow if Possible			Upgrade These Skills		Knowledge to Add						
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt				
Written Comprehension	50	6	72	No Skills Upgrade Required!			Clerical	68	18	73	
Written Expression	48	4	65					Personnel and Human Resources	33	4	76
LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Security Guards and License Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Security Guards	License Clerks	Importance
Oral Comprehension	53 	51 	75 
Oral Expression	57 	53 	75 
Written Comprehension	44 	50 	72 
Written Expression	44 	48 	65 
Speech Recognition	50 	41 	62 
Speech Clarity	48 	44 	62 
Near Vision	57 	51 	59 
Problem Sensitivity	60 	42 	53 
Deductive Reasoning	46 	44 	50 
Inductive Reasoning	53 	42 	50 
Information Ordering	46 	44 	50 
Selective Attention	57 	39 	50 
Skill Level Comparison - Abilities with importance scores over 69			

Description	Security Guards	License Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Security Guards	License Clerks	Importance
Personnel and Human Resources	29 	33 	 76
Clerical	50 	68 	 73

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Security Guards	License Clerks	Description	Security Guards	License Clerks
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	4% 	0%	Master's Degree	0%	0%
2-4 years	4% 	24% 	Post-Bachelor Cert	0%	0%
1-2 years	13% 	25% 	Bachelors	0%	0%
6-12 months	11% 	10% 	AA or Equiv	14% 	3% 
3-6 months	0%	24% 	Some College	5% 	37% 
1-3 months	0%	0%	Post-Secondary Certificate	3% 	5% 
0-1 month	24% 	0%	High School Diploma or GED	73% 	54% 
None	41% 	15% 	No HSD or GED	2% 	0%
Security Guards			License Clerks		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-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.			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.			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.			Employees in these occupations need anywhere from a few months to one year of working with experienced employees.		

Tasks	
Security Guards	License Clerks
Core Tasks	Core Tasks



Generalized Work Activities:

- 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.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Answer alarms and investigate disturbances.
- Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.
- Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.
- Circulate among visitors, patrons, or employees to preserve order and protect property.
- Drive or guard armored vehicle to transport money and valuables to prevent theft and ensure safe delivery.
- Escort or drive motor vehicle to transport individuals to specified locations or to provide personal protection.
- Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.
- Monitor and adjust controls that regulate building systems, such as air conditioning, furnace, or boiler.
- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to courts for adherence to laws or court procedures.
- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens,



- write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

Detailed Tasks

Detailed Work Activities:

- apply appropriate physical restraint
- authorize entry or exit of individuals
- communicate details in protective services settings
- enforce laws, ordinances, or regulations
- escort prisoners, defendants or individuals needing protection
- explain rules, policies or regulations
- investigate complaints, disturbances, or violations
- maintain production or work records
- make decisions
- manage detailed records or files in security setting
- monitor alarm system to detect fires or other emergencies
- monitor entrance or exit of persons
- operate vehicles in law enforcement or security setting
- oversee work progress to verify safety or conformance to standards
- patrol or guard area or premises
- prepare reports
- recognize public safety hazards
- take messages
- transport passengers or cargo
- use firearms
- use oral or written communication techniques

Technology - Examples

Data base user interface and query software

- Data entry software

Spreadsheet software

- IBM Lotus 1-2-3

- Microsoft Excel

Word processing software

- Corel WordPerfect software

- Microsoft Word

Tools - Examples

- Security alarm systems
- Patrol cars
- Desktop computers

water, easels, and electronic equipment, and ensure that recording equipment is working.

- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages
- transcribe spoken or written information
- use computer to transcribe testimony
- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures

Technology - Examples



- Video cameras
- First aid kits
- Multipurpose fire extinguishers
- Metal handcuffs
- Pistols
- Nightsticks
- Laptop computers
- Personal computers
- Switchboards
- Security surveillance systems
- Multi-line telephone systems
- Two way radios

Labor Market Comparison

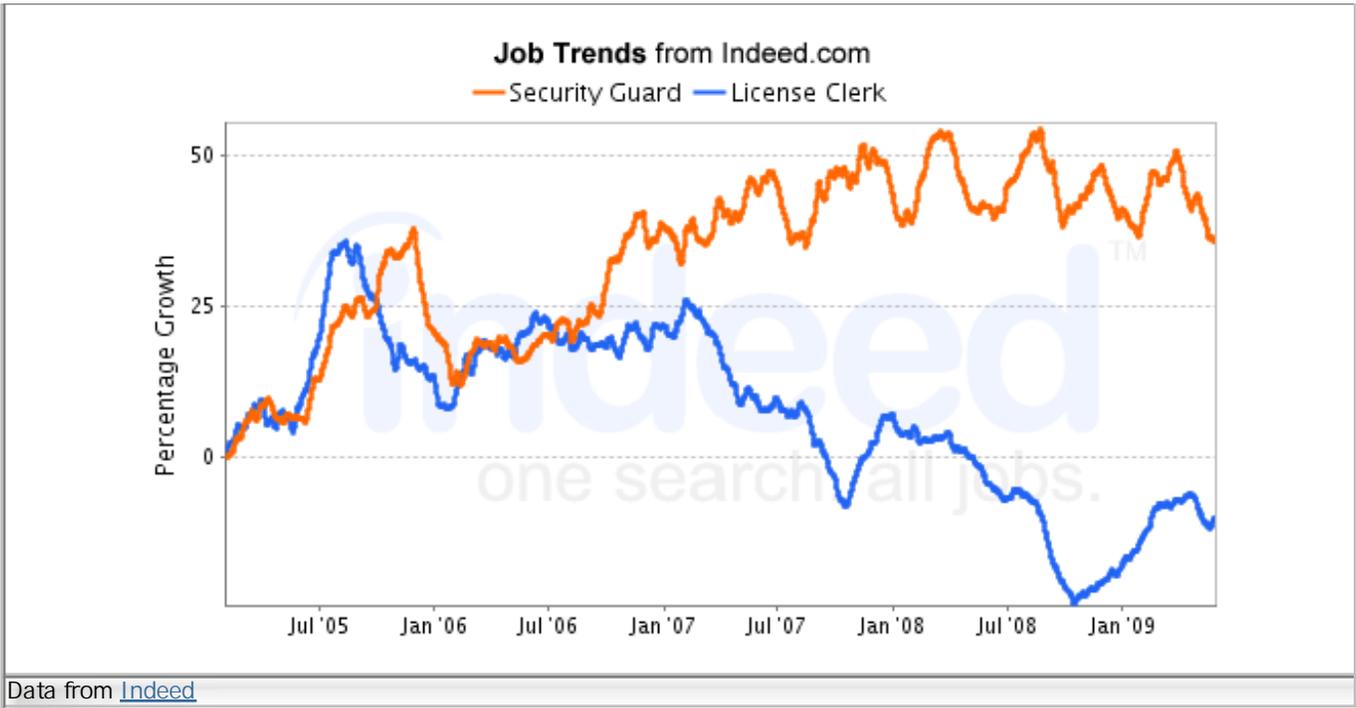
Maine Department of Labor.

Description	Security Guards	License Clerks	Difference
Median Wage	\$ 22,340	\$ 27,650	\$ 5,310
10th Percentile Wage	\$ 16,600	\$ 19,340	\$ 2,740
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 28,010	\$ 32,310	\$ 4,300
90th Percentile Wage	\$ 33,330	\$ 37,730	\$ 4,400
Mean Wage	\$ 23,800	\$ 27,780	\$ 3,980
Total Employment - 2320	2,040	1,190	-850
Employment Base - 2006	2,079	1,198	-881
Projected Employment - 2329	2,205	1,302	-903
Projected Job Growth - 2006-2329	6.1 %	8.7 %	2.6 %
Projected Annual Openings - 2006-2329	55	37	-18
Special			

Special Occupations:

National Job Posting Trends

Trend for Security Guards 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 Security Guards

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
33-9032.00	Security Guards	100	2	2,040	\$22,340.00	\$0.00	6%	55	
43-4031.03	License Clerks	87	2	1,190	\$27,650.00	\$5,310.00	9%	37	
33-3011.00	Bailiffs	86	2	90	\$28,350.00	\$6,010.00	11%	3	
43-2011.00	Switchboard Operators, Including Answering Service	85	2	840	\$22,920.00	\$580.00	-12%	18	
43-4031.01	Court Clerks	85	2	1,190	\$27,650.00	\$5,310.00	9%	37	
33-3041.00	Parking Enforcement Workers	85	2	50	\$27,760.00	\$5,420.00	12%	2	
39-6012.00	Concierges	84	2	30	\$23,450.00	\$1,110.00	0%	0	
43-5031.00	Police, Fire, and Ambulance Dispatchers	84	2	650	\$32,680.00	\$10,340.00	13%	25	
43-9041.01	Insurance Claims Clerks	84	2	1,810	\$31,380.00	\$9,040.00	-8%	22	
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43-9041.02	Insurance Policy Processing Clerks	83	2	1,810	\$31,380.00	\$9,040.00	-8%	22	
29-2051.00	Dietetic Technicians	83	3	170	\$27,270.00	\$4,930.00	13%	7	

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 Security Guards

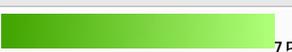
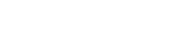
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Full-service restaurants	722100	0.73%	7,553	8,308	10.00%
Management of companies and enterprises	551100	0.72%	7,477	8,619	15.28%



TORQ Analysis of Security Guards to Switchboard Operators, Including Answering Service

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Security Guards	33-9032.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Switchboard Operators, Including Answering Service	43-2011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					85						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	 83	Level	 92	Level	 81						
Gaps To Narrow if Possible			Upgrade These Skills		Knowledge to Add						
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt				
Speech Recognition	62	12	78	No Skills Upgrade Required!			Computers and Electronics	47	9	75	
Speech Clarity	51	3	75								
LEVEL and IMPT (IMPORTANT) refer to the Target Switchboard Operators, Including Answering Service. GAP refers to level difference between Security Guards and Switchboard Operators, Including Answering Service.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Security Guards	Switchboard Operators, Including Answering Service	Importance
Speech Recognition	50 	62 	 78
Oral Comprehension	53 	48 	 75
Oral Expression	57 	50 	 75
Speech Clarity	48 	51 	 75
Problem Sensitivity	60 	37 	 59
Written Comprehension	44 	37 	 53
Selective Attention	57 	34 	 53
Written Expression	44 	34 	 50
Deductive Reasoning	46 	34 	 50
Information Ordering	46 	34 	 50

Category Flexibility	46 	37 	50 
Near Vision	57 	42 	50 
Skill Level Comparison - Abilities with importance scores over 69			
Description	Security Guards	Switchboard Operators, Including Answering Service	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Security Guards	Switchboard Operators, Including Answering Service	Importance
Computers and Electronics	38 	47 	75 

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Security Guards	Switchboard Operators, Including Answering Service	Description	Security Guards	Switchboard Operators, Including Answering Service
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	6%	Post-Masters Cert	0%	0%
4-6 years	4%	0%	Master's Degree	0%	0%
2-4 years	4%	7%	Post-Bachelor Cert	0%	0%
1-2 years	13%	22%	Bachelors	0%	6%
6-12 months	11%	11%	AA or Equiv	14%	5%
3-6 months	0%	19%	Some College	5%	16%
1-3 months	0%	7%	Post-Secondary Certificate	3%	5%
0-1 month	24%	5%	High School Diploma or GED	73%	59%
None	41%	19%	No HSD or GED	2%	6%
Security Guards			Switchboard Operators, Including Answering Service		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-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.			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.			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.			Employees in these occupations need anywhere from a few months to one year of working with experienced employees.		

Tasks



Security Guards

Core Tasks

Generalized Work Activities:

- 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.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Answer alarms and investigate disturbances.
- Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.
- Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.
- Circulate among visitors, patrons, or employees to preserve order and protect property.
- Drive or guard armored vehicle to transport money and valuables to prevent theft and ensure safe delivery.
- Escort or drive motor vehicle to transport individuals to specified locations or to provide personal protection.
- Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.
- Monitor and adjust controls that regulate building systems, such as air conditioning, furnace, or boiler.
- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and

Switchboard Operators, Including Answering Service

Core Tasks

Generalized Work Activities:

- 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.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- 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 for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

Specific Tasks

Occupation Specific Tasks:

- Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.
- Answer simple questions about clients' businesses, using reference files.
- Complete forms for sales orders.
- Contact security staff members when necessary, using radio-telephones.
- Keep records of calls placed and charges incurred.
- Monitor alarm systems in order to ensure that secure conditions are maintained.
- Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.
- Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.
- Perform clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail.
- Place telephone calls or arrange conference calls as instructed.
- Record messages, suggesting rewording for clarity and conciseness.
- Relay and route written and verbal messages.
- Route emergency calls appropriately.
- Stamp messages with time and date, and

gates.

- Warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.
- Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

Detailed Tasks

Detailed Work Activities:

- apply appropriate physical restraint
- authorize entry or exit of individuals
- communicate details in protective services settings
- enforce laws, ordinances, or regulations
- escort prisoners, defendants or individuals needing protection
- explain rules, policies or regulations
- investigate complaints, disturbances, or violations
- maintain production or work records
- make decisions
- manage detailed records or files in security setting
- monitor alarm system to detect fires or other emergencies
- monitor entrance or exit of persons
- operate vehicles in law enforcement or security setting
- oversee work progress to verify safety or conformance to standards
- patrol or guard area or premises
- prepare reports
- recognize public safety hazards
- take messages
- transport passengers or cargo
- use firearms
- use oral or written communication techniques

Technology - Examples

Data base user interface and query software

- Data entry software

Spreadsheet software

- IBM Lotus 1-2-3
- Microsoft Excel

Word processing software

- Corel WordPerfect software
- Microsoft Word

Tools - Examples

file them appropriately.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- date stamp messages, mail, or other information
- ensure correct grammar, punctuation, or spelling
- maintain telephone logs
- operate business machines
- perform clerical duties including typing, accepting orders, or sorting mail
- route multi-line telephone calls
- take messages
- transcribe spoken or written information
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Technology - Examples



- Security alarm systems
- Patrol cars
- Desktop computers
- Video cameras
- First aid kits
- Multipurpose fire extinguishers
- Metal handcuffs
- Pistols
- Nightsticks
- Laptop computers
- Personal computers
- Switchboards
- Security surveillance systems
- Multi-line telephone systems
- Two way radios

Labor Market Comparison

Maine Department of Labor.

Description	Security Guards	Switchboard Operators, Including Answering Service	Difference
Median Wage	\$ 22,340	\$ 22,920	\$ 580
10th Percentile Wage	\$ 16,600	\$ 17,730	\$ 1,130
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 28,010	\$ 26,520	\$(1,490)
90th Percentile Wage	\$ 33,330	\$ 30,650	\$(2,680)
Mean Wage	\$ 23,800	\$ 23,460	\$(340)
Total Employment - 2320	2,040	840	-1,200
Employment Base - 2006	2,079	852	-1,227
Projected Employment - 2329	2,205	753	-1,452
Projected Job Growth - 2006-2329	6.1 %	-11.6 %	-17.7 %
Projected Annual Openings - 2006-2329	55	18	-37
Special			

Special Occupations:

National Job Posting Trends

Trend for Security Guards and Switchboard Operators, Including Answering Service



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

Programs

Related Programs

Receptionist

Receptionist. A program that prepares individuals to perform frontline public relations duties for a business, organization, or answering service. Includes instruction in telephone answering techniques, responding to information requests, keeping caller and/or visitor records, placing business calls, operating telephone switchboards and/or other communications equipment, relaying incoming and interoffice calls, schedule maintenance, and public relations skills.

No information on schools for the program

Maine Statewide Promotion Opportunities for Security Guards

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
33-9032.00	Security Guards	100	2	2,040	\$22,340.00	\$0.00	6%	55	
43-4031.03	License Clerks	87	2	1,190	\$27,650.00	\$5,310.00	9%	37	
33-3011.00	Bailiffs	86	2	90	\$28,350.00	\$6,010.00	11%	3	
43-2011.00	Switchboard Operators, Including Answering Service	85	2	840	\$22,920.00	\$580.00	-12%	18	



43-4031.01	Court Clerks	85	2	1,190	\$27,650.00	\$5,310.00	9%	37
33-3041.00	Parking Enforcement Workers	85	2	50	\$27,760.00	\$5,420.00	12%	2
39-6012.00	Concierges	84	2	30	\$23,450.00	\$1,110.00	0%	0
43-5031.00	Police, Fire, and Ambulance Dispatchers	84	2	650	\$32,680.00	\$10,340.00	13%	25
43-9041.01	Insurance Claims Clerks	84	2	1,810	\$31,380.00	\$9,040.00	-8%	22
43-6013.00	Medical Secretaries	83	2	3,600	\$27,450.00	\$5,110.00	15%	112
33-3012.00	Correctional Officers and Jailers	83	3	1,260	\$31,330.00	\$8,990.00	15%	49
43-4171.00	Receptionists and Information Clerks	83	2	2,680	\$23,230.00	\$890.00	9%	95
43-6011.00	Executive Secretaries and Administrative Assistants	83	3	3,330	\$38,830.00	\$16,490.00	6%	76
43-9041.02	Insurance Policy Processing Clerks	83	2	1,810	\$31,380.00	\$9,040.00	-8%	22
29-2051.00	Dietetic Technicians	83	3	170	\$27,270.00	\$4,930.00	13%	7

Special Occupations:

Top Industries for Switchboard Operators, Including Answering Service

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
General medical and surgical hospitals, public and private	622100	13.37%	23,724	21,012	-11.43%
Telephone call centers	561420	11.10%	19,693	16,430	-16.57%
Automobile dealers	441100	7.80%	13,835	12,555	-9.25%
Offices of physicians	621100	7.27%	12,900	13,002	0.79%
Employment services	561300	4.56%	8,097	7,699	-4.91%
Local government, excluding education and hospitals	939300	3.28%	5,817	5,228	-10.13%
Legal services	541100	2.75%	4,874	4,283	-12.13%
Depository credit intermediation	522100	2.74%	4,865	3,968	-18.44%
Management of companies and enterprises	551100	2.25%	3,994	3,683	-7.78%



Nursing care facilities	623100	1.75%	3,101	2,696	-13.06%
Religious organizations	813100	1.64%	2,909	2,793	-3.99%
Insurance agencies and brokerages	524210	1.42%	2,525	2,285	-9.51%
Offices of real estate agents and brokers	531200	1.24%	2,199	2,143	-2.56%
Community care facilities for the elderly	623300	1.04%	1,842	2,251	22.22%
Direct insurance (except life, health, and medical) carriers	524120	0.98%	1,733	1,449	-16.38%

Top Industries for Security Guards

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Investigation, guard, and armored car services	561610	53.56%	557,135	666,716	19.67%
Local government, excluding education and hospitals	939300	3.42%	35,627	40,022	12.34%
General medical and surgical hospitals, public and private	622100	3.25%	33,818	37,440	10.71%
Elementary and secondary schools, public and private	611100	3.02%	31,465	33,158	5.38%
Colleges, universities, and professional schools, public and private	611300	2.31%	24,039	26,893	11.87%
Lessors of real estate	531100	1.87%	19,443	21,422	10.18%
Department stores	452100	1.84%	19,098	15,035	-21.27%
Drinking places (alcoholic beverages)	722400	1.47%	15,252	14,054	-7.86%
Employment services	561300	1.37%	14,209	17,984	26.56%
Casino hotels	721120	0.99%	10,314	12,251	18.79%
Activities related to real estate	531300	0.93%	9,662	12,313	27.44%
Security systems services	561620	0.87%	9,034	12,133	34.30%
Facilities support services	561200	0.82%	8,482	12,558	48.06%
Full-service restaurants	722100	0.73%	7,553	8,308	10.00%
Management of companies and enterprises	551100	0.72%	7,477	8,619	15.28%



TORQ Analysis of Security Guards to Court Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Security Guards	33-9032.00	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:									85		
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level			81	Level			91	Level			
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	59	15	72	No Skills Upgrade Required!				Clerical	70	20	75
Near Vision	69	12	68								
Written Expression	55	11	72								
Oral Comprehension	57	4	78								
Oral Expression	60	3	72								
Speech Recognition	53	3	68								
Information Ordering	48	2	68								
LEVEL and IMPT (IMPORTANCE) refer to the Target Court Clerks. GAP refers to level difference between Security Guards and Court Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Security Guards	Court Clerks	Importance
Oral Comprehension	53 	57 	 78
Written Comprehension	44 	59 	 72
Oral Expression	57 	60 	 72
Written Expression	44 	55 	 72
Information Ordering	46 	48 	 68
Near Vision	57 	69 	 68
Speech Recognition	50 	53 	 68
Speech Clarity	48 	46 	 62

Problem Sensitivity	60 	46 	53 
Deductive Reasoning	46 	46 	53 
Inductive Reasoning	53 	42 	53 
Skill Level Comparison - Abilities with importance scores over 69			
Description	Security Guards	Court Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Security Guards	Court Clerks	Importance
Clerical	50 	70 	75 

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Security Guards	Court Clerks	Description	Security Guards	Court Clerks
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	4%	0%	Master's Degree	0%	0%
2-4 years	4%	2%	Post-Bachelor Cert	0%	0%
1-2 years	13%	8%	Bachelors	0%	3%
6-12 months	11%	13%	AA or Equiv	14%	0%
3-6 months	0%	25%	Some College	5%	1%
1-3 months	0%	2%	Post-Secondary Certificate	3%	1%
0-1 month	24%	0%	High School Diploma or GED	73%	92%
None	41%	47%	No HSD or GED	2%	0%
Security Guards			Court Clerks		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-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.			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.			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.			Employees in these occupations need anywhere from a few months to one year of working with experienced employees.		

Tasks	
Security Guards	Court Clerks



Core Tasks

Generalized Work Activities:

- 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.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Answer alarms and investigate disturbances.
- Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.
- Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.
- Circulate among visitors, patrons, or employees to preserve order and protect property.
- Drive or guard armored vehicle to transport money and valuables to prevent theft and ensure safe delivery.
- Escort or drive motor vehicle to transport individuals to specified locations or to provide personal protection.
- Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.
- Monitor and adjust controls that regulate building systems, such as air conditioning, furnace, or boiler.
- Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.
- Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.
- Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.
- Warn persons of rule infractions or violations, and apprehend or escort violators.

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to courts for adherence to laws or court procedures.
- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court



violations, and apprehend or evict violators from premises, using force when necessary.

- Write reports of daily activities and irregularities such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.

Detailed Tasks

Detailed Work Activities:

- apply appropriate physical restraint
- authorize entry or exit of individuals
- communicate details in protective services settings
- enforce laws, ordinances, or regulations
- escort prisoners, defendants or individuals needing protection
- explain rules, policies or regulations
- investigate complaints, disturbances, or violations
- maintain production or work records
- make decisions
- manage detailed records or files in security setting
- monitor alarm system to detect fires or other emergencies
- monitor entrance or exit of persons
- operate vehicles in law enforcement or security setting
- oversee work progress to verify safety or conformance to standards
- patrol or guard area or premises
- prepare reports
- recognize public safety hazards
- take messages
- transport passengers or cargo
- use firearms
- use oral or written communication techniques

Technology - Examples

Data base user interface and query software

- Data entry software

Spreadsheet software

- IBM Lotus 1-2-3

- Microsoft Excel

Word processing software

- Corel WordPerfect software

- Microsoft Word

Tools - Examples

- Security alarm systems

exhibits and evidence.

- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages
- transcribe spoken or written information
- use computer to transcribe testimony
- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures

Technology - Examples



- Patrol cars
- Desktop computers
- Video cameras
- First aid kits
- Multipurpose fire extinguishers
- Metal handcuffs
- Pistols
- Nightsticks
- Laptop computers
- Personal computers
- Switchboards
- Security surveillance systems
- Multi-line telephone systems
- Two way radios

Labor Market Comparison

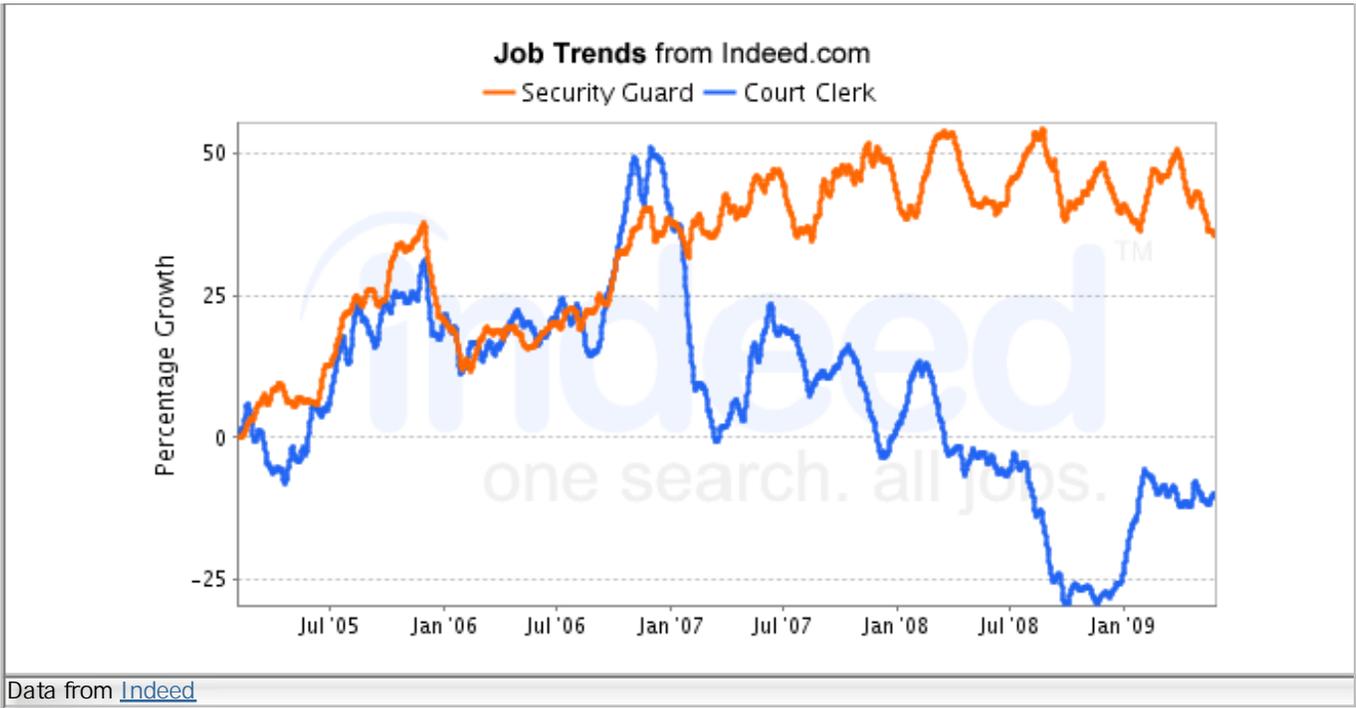
Maine Department of Labor.

Description	Security Guards	Court Clerks	Difference
Median Wage	\$ 22,340	\$ 27,650	\$ 5,310
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25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 28,010	\$ 32,310	\$ 4,300
90th Percentile Wage	\$ 33,330	\$ 37,730	\$ 4,400
Mean Wage	\$ 23,800	\$ 27,780	\$ 3,980
Total Employment - 2320	2,040	1,190	-850
Employment Base - 2006	2,079	1,198	-881
Projected Employment - 2329	2,205	1,302	-903
Projected Job Growth - 2006-2329	6.1 %	8.7 %	2.6 %
Projected Annual Openings - 2006-2329	55	37	-18
Special			

Special Occupations:

National Job Posting Trends

Trend for Security Guards and Court Clerks



Programs			
Related Programs			
Executive Assistant/Secretary			
<p>Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.</p>			
Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	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 Security Guards

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29-2051.00	Dietetic Technicians	83	3	170	\$27,270.00	\$4,930.00	13%	7	

Special Occupations:

Top Industries for Court Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
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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 Security Guards

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Investigation, guard, and armored car services	561610	53.56%	557,135	666,716	19.67%
Local government, excluding education and hospitals	939300	3.42%	35,627	40,022	12.34%
General medical and surgical hospitals, public and private	622100	3.25%	33,818	37,440	10.71%
Elementary and secondary schools, public and private	611100	3.02%	31,465	33,158	5.38%
Colleges, universities, and professional schools, public and private	611300	2.31%	24,039	26,893	11.87%
Lessors of real estate	531100	1.87%	19,443	21,422	10.18%
Department stores	452100	1.84%	19,098	15,035	-21.27%
Drinking places (alcoholic beverages)	722400	1.47%	15,252	14,054	-7.86%
Employment services	561300	1.37%	14,209	17,984	26.56%
Casino hotels	721120	0.99%	10,314	12,251	18.79%
Activities related to real estate	531300	0.93%	9,662	12,313	27.44%
Security systems services	561620	0.87%	9,034	12,133	34.30%
Facilities support services	561200	0.82%	8,482	12,558	48.06%
Full-service restaurants	722100	0.73%	7,553	8,308	10.00%
Management of companies and enterprises	551100	0.72%	7,477	8,619	15.28%

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)