



# TORQ Analysis of Payroll and Timekeeping Clerks to Bookkeeping, Accounting, and Auditing Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Bookkeeping, Accounting, and Auditing Clerks	43-3031.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS					
Grand TORQ:					93
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	 94	Level	 92	Level	 92

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Perceptual Speed	41	13	56	Social Perceptiveness	62	9	69	No Knowledge Upgrades Required!			
Number Facility	51	10	62	Mathematics	83	6	80				
Category Flexibility	50	9	50								
Information Ordering	51	5	68								
Speech Recognition	44	5	62								
Near Vision	60	3	81								
Mathematical Reasoning	51	3	78								
Problem Sensitivity	44	3	72								
Selective Attention	39	2	56								
Inductive Reasoning	46	2	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Bookkeeping, Accounting, and Auditing Clerks. GAP refers to level difference between Payroll and Timekeeping Clerks and Bookkeeping, Accounting, and Auditing Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Payroll and Timekeeping Clerks	Bookkeeping, Accounting, and Auditing Clerks	Importance
Near Vision	57 	60 	 81



Mathematical Reasoning	48	51	78
Problem Sensitivity	41	44	72
Oral Comprehension	53	53	68
Written Comprehension	55	53	68
Written Expression	44	44	68
Deductive Reasoning	50	50	68
Information Ordering	46	51	68
Oral Expression	57	53	65
Speech Clarity	39	37	65
Number Facility	41	51	62
Speech Recognition	39	44	62
Perceptual Speed	28	41	56
Selective Attention	37	39	56
Inductive Reasoning	44	46	50
Category Flexibility	41	50	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Bookkeeping, Accounting, and Auditing Clerks	Importance
Mathematics	77	83	80
Social Perceptiveness	53	62	69

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Payroll and Timekeeping Clerks	Bookkeeping, Accounting, and Auditing Clerks	Importance
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### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Bookkeeping, Accounting, and Auditing Clerks	Description	Payroll and Timekeeping Clerks	Bookkeeping, Accounting, and Auditing Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	6%	6%	Post-Masters Cert	0%	0%
4-6 years	1%	2%	Master's Degree	0%	0%
2-4 years	32%	36%	Post-Bachelor Cert	0%	0%
1-2 years	25%	30%	Bachelors	8%	17%
6-12 months	17%	7%	AA or Equiv	3%	21%
3-6 months	5%	5%	Some College	28%	33%
1-3 months	1%	4%	Post-Secondary Certificate	16%	5%
0-1 month	0%	5%	High School Diploma or GED	41%	21%
None	10%	0%	No HSD or GED	0%	0%

Payroll and Timekeeping Clerks

Bookkeeping, Accounting, and Auditing Clerks

Most Common Educational/Training Requirement:



## Moderate-term on-the-job training

## Moderate-term on-the-job training

## Job Zone Comparison

## 3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

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

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

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## Tasks

## Payroll and Timekeeping Clerks

## Core Tasks

## Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.

## Bookkeeping, Accounting, and Auditing Clerks

## Core Tasks

## Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- 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.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

## Specific Tasks

## Occupation Specific Tasks:

- Access computerized financial information to answer general questions as well as those related to specific accounts.
- Calculate and prepare checks for utilities, taxes, and other payments.
- Calculate costs of materials, overhead and other expenses, based on estimates, quotations and price lists.
- Calculate, prepare, and issue bills, invoices, account statements, and other financial statements according to established procedures.
- Check figures, postings, and documents for correct entry, mathematical accuracy, and proper codes.
- Classify, record, and summarize numerical and financial data to compile and keep financial records, using journals and ledgers or computers.



- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

##### Compliance software

- BSI ComplianceFactory

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

- Data entry software
- Microsoft Access

##### or computers.

- Code documents according to company procedures.
- Compare computer printouts to manually maintained journals to determine if they match.
- Compile budget data and documents, based on estimated revenues and expenses and previous budgets.
- Compile statistical, financial, accounting or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses.
- Complete and submit tax forms and returns, workers' compensation forms, pension contribution forms, and other government documents.
- Comply with federal, state, and company policies, procedures, and regulations.
- Compute deductions for income and social security taxes.
- Debit, credit, and total accounts on computer spreadsheets and databases, using specialized accounting software.
- Maintain inventory records.
- Match order forms with invoices, and record the necessary information.
- Monitor status of loans and accounts to ensure that payments are up to date.
- Operate 10-key calculators, typewriters, and copy machines to perform calculations and produce documents.
- Operate computers programmed with accounting software to record, store, and analyze information.
- Perform financial calculations such as amounts due, interest charges, balances, discounts, equity, and principal.
- Perform general office duties such as filing, answering telephones, and handling routine correspondence.
- Perform personal bookkeeping services.
- Prepare bank deposits by compiling data from cashiers, verifying and balancing receipts, and sending cash, checks, or other forms of payment to banks.
- Prepare purchase orders and expense reports.
- Prepare trial balances of books.
- Receive, record, and bank cash, checks, and vouchers.
- Reconcile or note and report discrepancies found in records.
- Reconcile records of bank transactions.
- Transfer details from separate journals to general ledgers or data processing sheets.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports



## Electronic mail software

- Email software
- Microsoft Outlook
- Novell GroupWise

## Human resources software

- ADP Enterprise HRMS
- API Navigator
- Human Resource MicroSystems HR Entre
- Sage Software Abra HRMS

## Internet browser software

- Netscape Navigator
- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel
- Spreadsheet software

## Time accounting software

- ADP eTIME
- ADP PC/Payroll
- Automated payroll software
- Automated timekeeping software
- BMH Open4 Payroll
- CyberShift Workforce Management 3G Time and Attendance
- EBS On Line InstaPay
- Galaxy Technologies TimeStar Enterprise
- Jantek Jupiter Time Attendance
- Kronos Workforce Payroll
- Mangrove Software HR20
- Microsoft Great Plains Personal Data Keeper
- NuView EBS
- Oracle PeopleSoft Payroll for North America
- Paychex Preview

- complete patient bills
- compute financial data
- compute taxes
- detect discrepancies on records or reports
- disburse checks to satisfy accounts payable
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out purchase requisitions
- maintain balance sheets
- maintain inventory of office forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain travel expense accounts
- operate bookkeeping machines
- operate business machines
- operate calculating devices
- perform clerical duties including typing, accepting orders, or sorting mail
- prepare bank deposits
- prepare billing statements
- prepare financial reports
- prepare reports
- prepare tax reports
- process account invoices
- process invoices
- process payroll documents, records, or checks
- receive or disburse cash related to payments received
- reconcile or balance financial records
- sort books, publications, or other items
- take messages
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use spreadsheet software
- use word processing or desktop publishing software

## Technology - Examples

## Accounting software

- Accounting software
- Accounts payable software
- Accounts receivable software
- Accurate NXG
- ACS Technologies Group ACS FinancialSuite software
- Activant Solutions Activant Prophet 21



- PDS Vista
- RSM McGladrey Clear Pay
- SAP Americas mySAP ERP Human Capital Management HCM
- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance

#### Word processing software

- Microsoft Word
- Word processing software

#### Tools - Examples

- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

- AdaptaSoft CyberPay
  - American HealthTech Financial
  - Asset management software
  - ATX Total Accounting Office
  - ATX Total Engagement Office
  - Automation Counselors municipAL
  - Best MP Fund Accounting
  - BillingTracker software
  - BLS Software Invoice!
  - CCIS AccountAbility
  - Cost accounting software
  - CYMA IV Accounting for Windows
  - Financial reporting software
  - Financial statement software
  - FlexiLedger software
  - Fund accounting software
  - General ledger software
  - Heron CrossTie General Ledger
  - Intuit QuickBooks
  - Intuit Quicken software
  - New Millennium Communications Genesis Accounting
  - PROPHIX Enterprise
  - Quicken Elite software
  - Roundtable Software Advantage Accounting System
  - Sage Peachtree
  - Softrax Revenue Management
  - UA Business Software Professional Edition
- #### Compliance software
- Corporate Responsibility System Technologies Limited CRSTL Compliance Positioning System
  - Financial compliance software
  - FLS eDP.Payrolltax



- Intrax ProcedureNet

- Paisley Cardmap

- Paisley Focus Control Assurance

- Paisley RiskNavigator

#### Data base user interface and query software

- Database software

- Microsoft Access

#### Document management software

- Accutrac software

- Document management software

- OmniRIM software

- Records management software

#### Electronic mail software

- Microsoft Outlook

#### Enterprise application integration software

- Business Objects Data Integrator

#### Enterprise resource planning ERP software

- AcornSystems Corporate Performance Management

- Advanced Management Systems (AMS) Winery Software

- AMS Services AMS Sagitta

- Business performance management BPM software

- Cartesis ES Magnitude

- Sage Software Sage MAS software

#### Financial analysis software

- Auditing software

- AuditWare software

- MethodWare ProAudit Advisor

- Paisley AutoAudit

- Paisley IssueTrack

- Pentana audit work system PAWS

- RSM McGladrey Advanced Practice Solutions Paperless Audit

- RSM McGladrey Auditor Assistant

#### Office suite software



- Microsoft Office
- Presentation software
- Microsoft PowerPoint
- Spreadsheet software
- Microsoft Excel
- Spreadsheet software
- Time accounting software
- ADP Pay eXpert
- Payroll software
- Transaction server software
- Tumbleweed SecureTransport
- Word processing software
- Microsoft Word
- Word processing software

#### Tools - Examples

- Financial calculators
- Desktop computers
- Ledger sheets
- Notebook computers
- Receipt books
- Image scanners

## Labor Market Comparison

Maine Department of Labor.

Description	Payroll and Timekeeping Clerks	Bookkeeping, Accounting, and Auditing Clerks	Difference
Median Wage	\$ 30,470	\$ 29,840	\$( 630)
10th Percentile Wage	\$ 22,470	\$ 21,450	\$( 1,020)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,970	\$ 35,600	\$( 370)
90th Percentile Wage	\$ 40,700	\$ 40,450	\$( 250)
Mean Wage	\$ 31,260	\$ 30,640	\$( 620)
Total Employment - 2397	650	7,220	6,570
Employment Base - 2006	672	8,118	7,446
Projected Employment - 2406	649	8,617	7,968



Projected Job Growth - 2006-2406	-3.4 %	6.2 %	9.6 %
Projected Annual Openings - 2006-2406	17	177	160
Special			
Special Occupations:			



### Programs

Related Programs

Accounting Technician			
Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.			
Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.umm.maine.edu">www.umm.maine.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>
Accounting, Other			



Accounting and Related Services, Other. Any instructional program in accounting not listed above.

No information on schools for the program

### Maine Statewide Promotion Opportunities for Payroll and Timekeeping Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-3051.00	Payroll and Timekeeping Clerks	100	3	650	\$30,470.00	\$0.00	-3%	17	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76	
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29	
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29	
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11	
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$63,630.00	10%	13	



23-2011.00	Paralegals and Legal Assistants	82	3	1,010	\$40,260.00	\$9,790.00	15%	30	
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9	

Special Occupations:

### Top Industries for Bookkeeping, Accounting, and Auditing Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Self-employed workers, primary job	000601	5.38%	113,743	121,179	6.54%
Accounting, tax preparation, bookkeeping, and payroll services	541200	4.66%	98,451	128,439	30.46%
Local government, excluding education and hospitals	939300	3.58%	75,743	85,089	12.34%
Management of companies and enterprises	551100	3.54%	74,902	86,347	15.28%
Religious organizations	813100	2.43%	51,362	61,638	20.01%
Elementary and secondary schools, public and private	611100	2.01%	42,388	44,668	5.38%
Employment services	561300	1.88%	39,742	50,299	26.56%
Colleges, universities, and professional schools, public and private	611300	1.73%	36,625	40,973	11.87%
Offices of physicians	621100	1.54%	32,556	41,015	25.98%
Automobile dealers	441100	1.53%	32,393	36,746	13.44%
General medical and surgical hospitals, public and private	622100	1.48%	31,189	34,529	10.71%
Residential building construction	236100	1.39%	29,311	33,007	12.61%
State government, excluding education and hospitals	929200	1.33%	28,013	27,489	-1.87%
Legal services	541100	1.31%	27,639	30,358	9.84%
Self-employed workers, secondary job	000602	1.17%	24,812	24,700	-0.45%

### Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%



Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%
Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%



# TORQ Analysis of Payroll and Timekeeping Clerks to Insurance Policy Processing Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Policy Processing Clerks	43-9041.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS													
Grand TORQ:												92	
Ability TORQ				Skills TORQ				Knowledge TORQ					
Level				92	Level				96	Level			88
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt		
Finger Dexterity	30	18	50	Persuasion	39	7	70	Customer and Personal Service	74	16	86		
Speech Recognition	48	9	65	Speaking	77	3	80	Clerical	82	3	84		
Problem Sensitivity	48	7	68										
Written Expression	50	6	68										
Near Vision	62	5	68										
Information Ordering	50	4	72										
Inductive Reasoning	48	4	56										
Speech Clarity	42	3	68										
Deductive Reasoning	53	3	59										
Category Flexibility	42	1	50										

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Payroll and Timekeeping Clerks and Insurance Policy Processing Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Payroll and Timekeeping Clerks	Insurance Policy Processing Clerks	Importance
Written Comprehension	55 	55 	 81



Information Ordering	46	50	72
Written Expression	44	50	68
Problem Sensitivity	41	48	68
Near Vision	57	62	68
Speech Clarity	39	42	68
Oral Comprehension	53	50	65
Oral Expression	57	57	65
Speech Recognition	39	48	65
Deductive Reasoning	50	53	59
Inductive Reasoning	44	48	56
Selective Attention	37	37	56
Category Flexibility	41	42	50
Finger Dexterity	12	30	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Insurance Policy Processing Clerks	Importance
Speaking	74	77	80
Persuasion	32	39	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Payroll and Timekeeping Clerks	Insurance Policy Processing Clerks	Importance
Customer and Personal Service	58	74	86
Clerical	79	82	84

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Insurance Policy Processing Clerks	Description	Payroll and Timekeeping Clerks	Insurance Policy Processing Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	6%	0%	Post-Masters Cert	0%	0%
4-6 years	1%	5%	Master's Degree	0%	0%
2-4 years	32%	7%	Post-Bachelor Cert	0%	0%
1-2 years	25%	46%	Bachelors	8%	0%
6-12 months	17%	16%	AA or Equiv	3%	15%
3-6 months	5%	9%	Some College	28%	12%
1-3 months	1%	3%	Post-Secondary Certificate	16%	11%
0-1 month	0%	0%	High School Diploma or GED	41%	61%
None	10%	10%	No HSD or GED	0%	0%



## Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

## Job Zone Comparison

## 3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

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

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

## 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.

## Tasks

## Payroll and Timekeeping Clerks

## Core Tasks

## Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.

## Insurance Policy Processing Clerks

## Core Tasks

## Generalized Work Activities:

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

## Specific Tasks

## Occupation Specific Tasks:

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



- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

##### Compliance software

- BSI ComplianceFactory

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

claims or providing rererrals to auto repair facilities or local contractors.

- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

#### Detailed Tasks

##### Detailed Work Activities:

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

#### Technology - Examples

##### Accounting software

- Account management software

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

- Data entry software
- Database software

- Microsoft Access

- Policy issuance system software

##### Document management software

- InSystems Calligo Enterprise

##### Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook



- Data entry software

- Microsoft Access

## Electronic mail software

- Email software

- Microsoft Outlook

- Novell GroupWise

## Human resources software

- ADP Enterprise HRMS

- API Navigator

- Human Resource MicroSystems HR Entre

- Sage Software Abra HRMS

## Internet browser software

- Netscape Navigator

- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel

- Spreadsheet software

## Time accounting software

- ADP eTIME

- ADP PC/Payroll

- Automated payroll software

- Automated timekeeping software

- BMH Open4 Payroll

- CyberShift Workforce Management 3G Time and Attendance

- EBS On Line InstaPay

- Galaxy Technologies TimeStar Enterprise

- Jantek Jupiter Time Attendance

- Kronos Workforce Payroll

- Mangrove Software HR20

- Microsoft Great Plains Personal Data Keeper

- NuView EBS

- Novell GroupWise

## Financial analysis software

- Insurance rating software

## Internet browser software

- Microsoft Internet Explorer

- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel

- Spreadsheet software

## Word processing software

- Microsoft Word

- Word processing software

## Tools - Examples

- 10-key calculators

- Desktop computers

- Dictation machines

- Personal computers



- Oracle PeopleSoft Payroll for North America
- Paychex Preview
- PDS Vista
- RSM McGladrey Clear Pay
- SAP Americas mySAP ERP Human Capital Management HCM
- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance

## Word processing software

- Microsoft Word
- Word processing software

## Tools - Examples

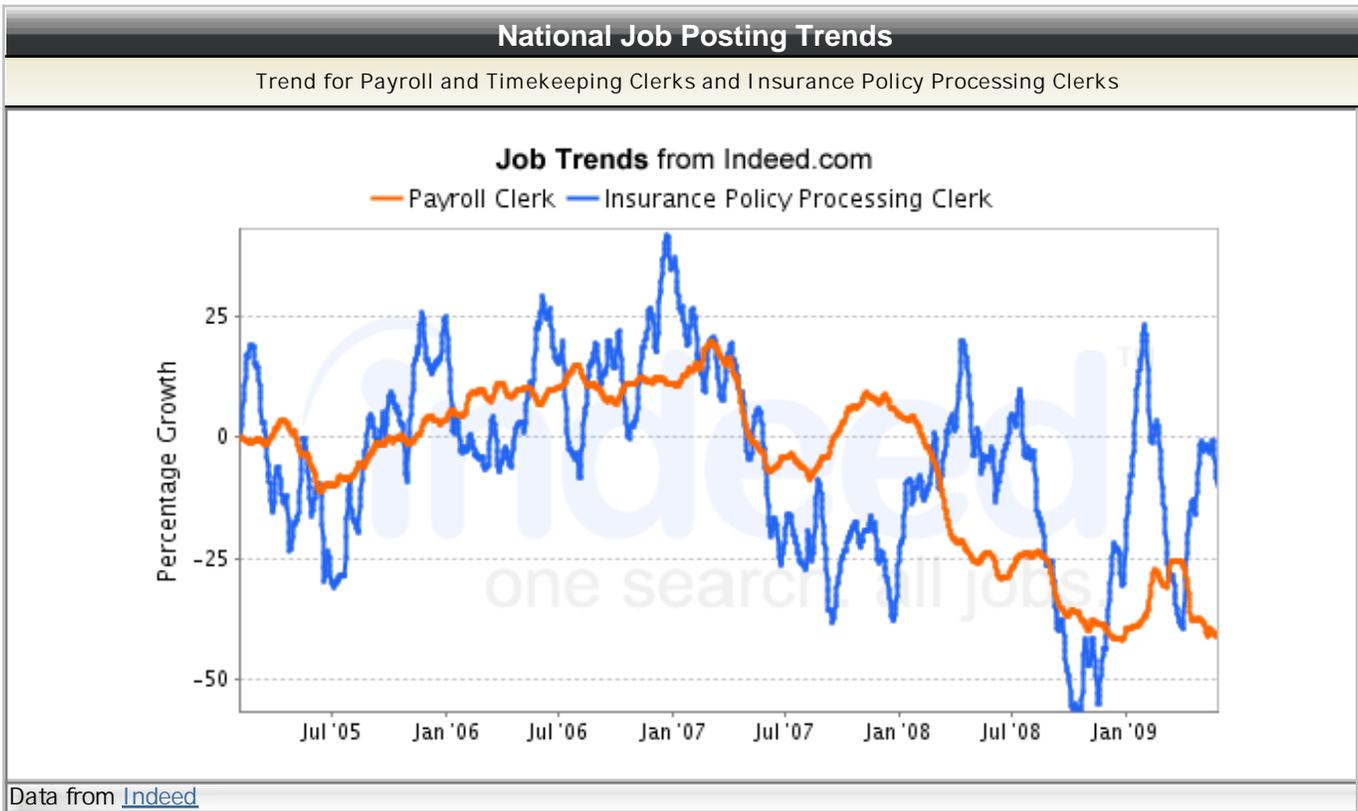
- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

**Labor Market Comparison**

Maine Department of Labor.

Description	Payroll and Timekeeping Clerks	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 30,470	\$ 31,380	\$ 910
10th Percentile Wage	\$ 22,470	\$ 24,090	\$ 1,620
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,970	\$ 36,980	\$ 1,010
90th Percentile Wage	\$ 40,700	\$ 42,620	\$ 1,920
Mean Wage	\$ 31,260	\$ 32,190	\$ 930
Total Employment - 2397	650	1,810	1,160
Employment Base - 2006	672	1,849	1,177
Projected Employment - 2406	649	1,699	1,050
Projected Job Growth - 2006-2406	-3.4 %	-8.1 %	-4.7 %

Projected Annual Openings - 2006-2406	17	22	5
Special			
Special Occupations:			



### Programs

Related Programs

General Office/Clerical and Typing Services

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

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Maine Statewide Promotion Opportunities for Payroll and Timekeeping Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
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43-3051.00	Payroll and Timekeeping Clerks	100	3	650	\$30,470.00	\$0.00	-3%	17
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$910.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$4,640.00	-3%	1
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$9,890.00	5%	5

Special Occupations:

### Top Industries for Insurance Policy Processing Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
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Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

### Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%

Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%



# TORQ Analysis of Payroll and Timekeeping Clerks to Billing, Cost, and Rate Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								91			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level		91	Level		92	Level		89			
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	48	9	65	No Skills Upgrade Required!				English Language	51	6	70
Speech Clarity	44	5	65								
Problem Sensitivity	44	3	62								
Category Flexibility	44	3	56								
Number Facility	44	3	53								
Information Ordering	48	2	59								
LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Payroll and Timekeeping Clerks and Billing, Cost, and Rate Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	53	51	68
Oral Expression	57	50	68
Speech Recognition	39	48	65
Speech Clarity	39	44	65
Problem Sensitivity	41	44	62
Deductive Reasoning	50	42	62



Written Comprehension	55	48	59
Inductive Reasoning	44	41	59
Information Ordering	46	48	59
Near Vision	57	55	59
Category Flexibility	41	44	56
Mathematical Reasoning	48	41	56
Number Facility	41	44	53
Written Expression	44	42	50
Selective Attention	37	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks	Importance
English Language	45	51	70

**Experience & Education Comparison**

Related Work Experience Comparison				Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks		Description	Payroll and Timekeeping Clerks	Billing, Cost, and Rate Clerks
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	6%	0%		Post-Masters Cert	0%	0%
4-6 years	1%	11%		Master's Degree	0%	0%
2-4 years	32%	14%		Post-Bachelor Cert	0%	0%
1-2 years	25%	35%		Bachelors	8%	18%
6-12 months	17%	15%		AA or Equiv	3%	24%
3-6 months	5%	8%		Some College	28%	4%
1-3 months	1%	0%		Post-Secondary Certificate	16%	15%
0-1 month	0%	0%		High School Diploma or GED	41%	35%
None	10%	13%		No HSD or GED	0%	1%

Payroll and Timekeeping Clerks

Billing, Cost, and Rate Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

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

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

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## Tasks

### Payroll and Timekeeping Clerks

#### Core Tasks

##### Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank

### Billing, Cost, and Rate Clerks

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

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



and reconcile issued payments to bank statements.

- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
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#### Detailed Tasks

##### Detailed Work Activities:

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- compute financial data
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- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
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- Data entry software
- Microsoft Access

##### Electronic mail software

- Email software
- Microsoft Outlook
- Novell GroupWise

##### Human resources software

- ADP Enterprise HRMS

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

#### Detailed Tasks

##### Detailed Work Activities:

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

#### Technology - Examples



- API Navigator
- Human Resource MicroSystems HR Entre
- Sage Software Abra HRMS

## Internet browser software

- Netscape Navigator
- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

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- Mangrove Software HR20
- Microsoft Great Plains Personal Data Keeper
- NuView EBS
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Special			

Special Occupations:

**National Job Posting Trends**

Trend for Payroll and Timekeeping Clerks and Billing, Cost, and Rate Clerks



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

**Programs**

Related Programs

Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.ummaine.edu">www.ummaine.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

General Office/Clerical and Typing Services

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

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13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29	
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11	
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$63,630.00	10%	13	
23-2011.00	Paralegals and Legal Assistants	82	3	1,010	\$40,260.00	\$9,790.00	15%	30	
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9	



## Special Occupations:

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

Top Industries for Payroll and Timekeeping Clerks					
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%



Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%
Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%



# TORQ Analysis of Payroll and Timekeeping Clerks to Billing, Posting, and Calculating Machine Operators

## ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Posting, and Calculating Machine Operators	43-3021.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## TORQ RESULTS

Grand TORQ:

90

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	94	Level	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
Number Facility	48	7	59	No Skills Upgrade Required!				Economics and Accounting	60	7	87
Written Expression	50	6	56								
Speech Recognition	44	5	59								
Information Ordering	50	4	72								
Deductive Reasoning	53	3	56								
Mathematical Reasoning	50	2	68								
Speech Clarity	41	2	59								
Problem Sensitivity	42	1	53								
Category Flexibility	42	1	53								

LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Posting, and Calculating Machine Operators. GAP refers to level difference between Payroll and Timekeeping Clerks and Billing, Posting, and Calculating Machine Operators.

## ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Payroll and Timekeeping Clerks	Billing, Posting, and Calculating Machine Operators	Importance
Information Ordering	46	50	72
Oral Expression	57	57	68



Mathematical Reasoning	48	50	68
Near Vision	57	55	68
Oral Comprehension	53	53	65
Written Comprehension	55	53	62
Number Facility	41	48	59
Speech Recognition	39	44	59
Speech Clarity	39	41	59
Written Expression	44	50	56
Deductive Reasoning	50	53	56
Problem Sensitivity	41	42	53
Inductive Reasoning	44	44	53
Category Flexibility	41	42	53

Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Billing, Posting, and Calculating Machine Operators	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Payroll and Timekeeping Clerks	Billing, Posting, and Calculating Machine Operators	Importance
Economics and Accounting	53	60	87

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Billing, Posting, and Calculating Machine Operators	Description	Payroll and Timekeeping Clerks	Billing, Posting, and Calculating Machine Operators
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	2%	Professional Degree	0%	0%
6-8 years	6%	0%	Post-Masters Cert	0%	0%
4-6 years	1%	0%	Master's Degree	0%	2%
2-4 years	32%	32%	Post-Bachelor Cert	0%	0%
1-2 years	25%	14%	Bachelors	8%	0%
6-12 months	17%	8%	AA or Equiv	3%	2%
3-6 months	5%	0%	Some College	28%	2%
1-3 months	1%	0%	Post-Secondary Certificate	16%	7%
0-1 month	0%	0%	High School Diploma or GED	41%	84%
None	10%	40%	No HSD or GED	0%	0%

Payroll and Timekeeping Clerks

Billing, Posting, and Calculating Machine Operators

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

2 - Job Zone Two: Some Preparation Needed



Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

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

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

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.

## Tasks

### Payroll and Timekeeping Clerks

#### Core Tasks

##### Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.

### Billing, Posting, and Calculating Machine Operators

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books, manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.
- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.



- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

##### Compliance software

- BSI ComplianceFactory

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

- Data entry software

- Microsoft Access

##### Electronic mail software

- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

#### Detailed Tasks

##### Detailed Work Activities:

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



- Email software
- Microsoft Outlook
- Novell GroupWise

## Human resources software

- ADP Enterprise HRMS
- API Navigator
- Human Resource MicroSystems HR Entre
- Sage Software Abra HRMS

## Internet browser software

- Netscape Navigator
- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel
- Spreadsheet software

## Time accounting software

- ADP eTIME
- ADP PC/Payroll
- Automated payroll software
- Automated timekeeping software
- BMH Open4 Payroll
- CyberShift Workforce Management 3G Time and Attendance
- EBS On Line InstaPay
- Galaxy Technologies TimeStar Enterprise
- Jantek Jupiter Time Attendance
- Kronos Workforce Payroll
- Mangrove Software HR20
- Microsoft Great Plains Personal Data Keeper
- NuView EBS
- Oracle PeopleSoft Payroll for North America
- Paychex Preview

- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence

## Technology - Examples



- PDS Vista
- RSM McGladrey Clear Pay
- SAP Americas mySAP ERP Human Capital Management HCM
- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance

#### Word processing software

- Microsoft Word
- Word processing software

#### Tools - Examples

- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

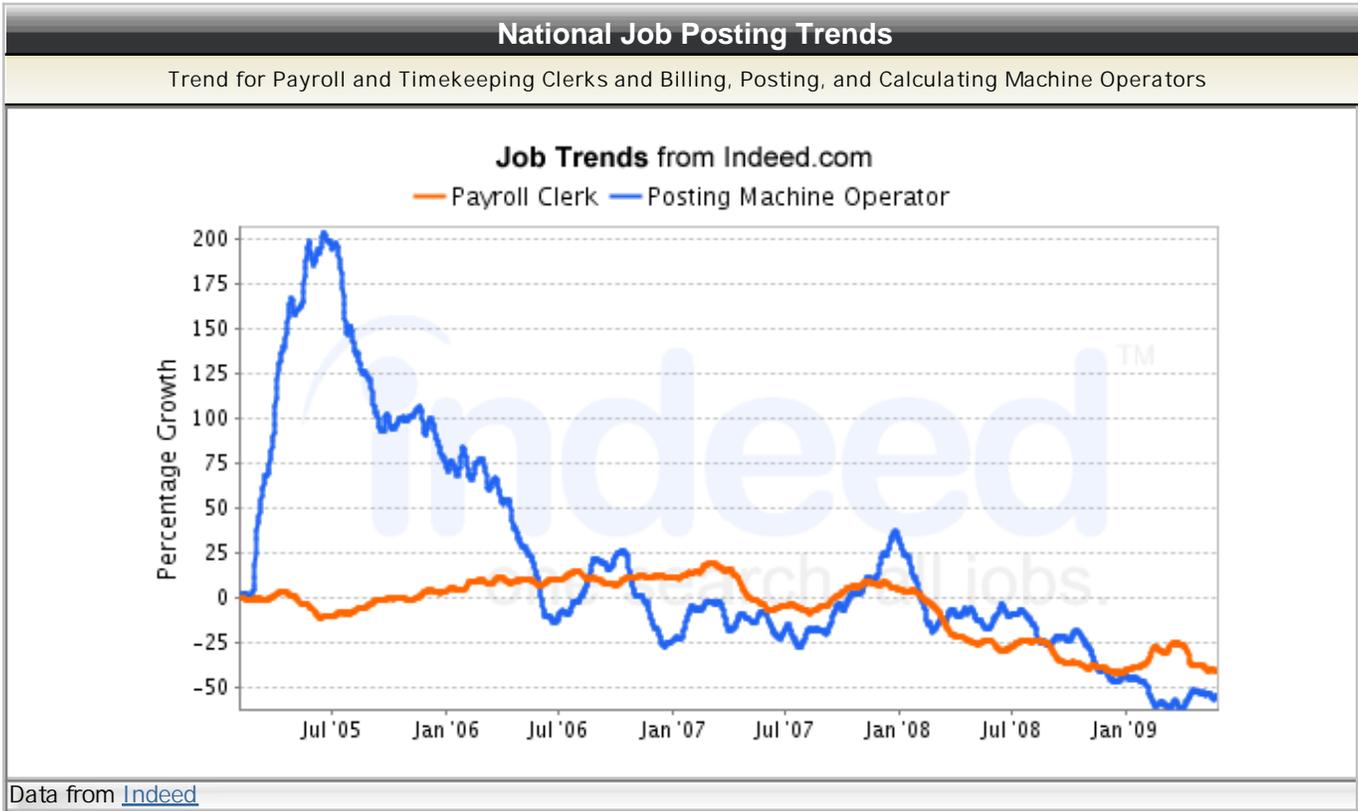
## Labor Market Comparison

Maine Department of Labor.

Description	Payroll and Timekeeping Clerks	Billing, Posting, and Calculating Machine Operators	Difference
Median Wage	\$ 30,470	\$ 27,580	\$(2,890)
10th Percentile Wage	\$ 22,470	\$ 20,390	\$(2,080)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,970	\$ 31,490	\$(4,480)
90th Percentile Wage	\$ 40,700	\$ 36,570	\$(4,130)
Mean Wage	\$ 31,260	\$ 27,790	\$(3,470)
Total Employment - 2397	650	1,990	1,340
Employment Base - 2006	672	2,045	1,373
Projected Employment - 2406	649	2,066	1,417
Projected Job Growth - 2006-2406	-3.4 %	1.0 %	4.5 %



Projected Annual Openings - 2006-2406	17	28	11
Special			
Special Occupations:			



### Programs

Related Programs

Accounting Technician			
Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.			
Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.umm.maine.edu">www.umm.maine.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>
General Office/Clerical and Typing Services			



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

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Maine Statewide Promotion Opportunities for Payroll and Timekeeping Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-3051.00	Payroll and Timekeeping Clerks	100	3	650	\$30,470.00	\$0.00	-3%	17	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76	
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29	
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12	
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43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$9,890.00	5%	5
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$4,640.00	-3%	1

Special Occupations:

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Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
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Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
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Legal services	541100	1.32%	7,148	7,066	-1.15%
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Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%

### Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%

Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%
Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%

# TORQ Analysis of Payroll and Timekeeping Clerks to Statement Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Statement Clerks	43-3021.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					<b>89</b>						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	92	Level	93	Level	81						
Gaps To Narrow if Possible			Upgrade These Skills			Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Clarity	41	2	59	Operation Monitoring	21	8	80	No Knowledge Upgrades Required!			
Speech Recognition	41	2	56								
Selective Attention	39	2	53								
LEVEL and IMPT (IMPORTANCE) refer to the Target Statement Clerks. GAP refers to level difference between Payroll and Timekeeping Clerks and Statement Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Payroll and Timekeeping Clerks	Statement Clerks	Importance
Oral Comprehension	53	48	65
Problem Sensitivity	41	41	62
Near Vision	57	50	62
Information Ordering	46	44	59
Speech Clarity	39	41	59
Written Comprehension	55	44	56
Oral Expression	57	51	56
Speech Recognition	39	41	56
Selective Attention	37	39	53
Written Expression	44	37	50
Deductive Reasoning	50	39	50



Inductive Reasoning	44	37	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Payroll and Timekeeping Clerks	Statement Clerks	Importance
Operation Monitoring	13	21	80
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Payroll and Timekeeping Clerks	Statement Clerks	Importance

### Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Statement Clerks		Description	Payroll and Timekeeping Clerks	Statement Clerks
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	6%	0%		Post-Masters Cert	0%	0%
4-6 years	1%	0%		Master's Degree	0%	0%
2-4 years	32%	32%		Post-Bachelor Cert	0%	0%
1-2 years	25%	37%		Bachelors	8%	0%
6-12 months	17%	3%		AA or Equiv	3%	31%
3-6 months	5%	3%		Some College	28%	38%
1-3 months	1%	0%		Post-Secondary Certificate	16%	0%
0-1 month	0%	0%		High School Diploma or GED	41%	28%
None	10%	15%		No HSD or GED	0%	1%

Payroll and Timekeeping Clerks

Statement Clerks

#### Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

#### Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

2 - Job Zone Two: Some Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

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

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

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

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

### Tasks

Payroll and Timekeeping Clerks

Statement Clerks

Core Tasks

Core Tasks



## Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.

## Generalized Work Activities:

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

## Specific Tasks

## Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books, manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.
- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional



- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

##### Compliance software

- BSI ComplianceFactory

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

- Data entry software
- Microsoft Access

##### Electronic mail software

- Email software
- Microsoft Outlook
- Novell GroupWise

##### Human resources software

- ADP Enterprise HRMS
- API Navigator
- Human Resource MicroSystems HR Entre
- Sage Software Abra HRMS

##### Internet browser software

- Netscape Navigator

services such as legal and accounting services.

- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

#### Detailed Tasks

##### Detailed Work Activities:

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

#### Technology - Examples



- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel
- Spreadsheet software

## Time accounting software

- ADP eTIME
- ADP PC/Payroll
- Automated payroll software
- Automated timekeeping software
- BMH Open4 Payroll
- CyberShift Workforce Management 3G Time and Attendance
- EBS On Line InstaPay
- Galaxy Technologies TimeStar Enterprise
- Jantek Jupiter Time Attendance
- Kronos Workforce Payroll
- Mangrove Software HR20
- Microsoft Great Plains Personal Data Keeper
- NuView EBS
- Oracle PeopleSoft Payroll for North America
- Paychex Preview
- PDS Vista
- RSM McGladrey Clear Pay
- SAP Americas mySAP ERP Human Capital Management HCM
- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance

## Word processing software



- Microsoft Word
- Word processing software

#### Tools - Examples

- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

## Labor Market Comparison

Maine Department of Labor.

Description	Payroll and Timekeeping Clerks	Statement Clerks	Difference
Median Wage	\$ 30,470	\$ 27,580	\$( 2,890)
10th Percentile Wage	\$ 22,470	\$ 20,390	\$( 2,080)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,970	\$ 31,490	\$( 4,480)
90th Percentile Wage	\$ 40,700	\$ 36,570	\$( 4,130)
Mean Wage	\$ 31,260	\$ 27,790	\$( 3,470)
Total Employment - 2397	650	1,990	1,340
Employment Base - 2006	672	2,045	1,373
Projected Employment - 2406	649	2,066	1,417
Projected Job Growth - 2006-2406	-3.4 %	1.0 %	4.5 %
Projected Annual Openings - 2006-2406	17	28	11
Special			

Special Occupations:

## National Job Posting Trends

Trend for Payroll and Timekeeping Clerks and Statement Clerks

Data from [Indeed](#)

## Programs

### Related Programs

#### Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.umm.maine.edu">www.umm.maine.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

#### General Office/Clerical and Typing Services

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

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

## Maine Statewide Promotion Opportunities for Payroll and Timekeeping Clerks



O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-3051.00	Payroll and Timekeeping Clerks	100	3	650	\$30,470.00	\$0.00	-3%	17	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76	
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29	
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29	
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11	
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9	
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$9,890.00	5%	5	
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$4,640.00	-3%	1	

Special Occupations:

### Top Industries for Statement Clerks



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

### Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%



Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%



# TORQ Analysis of Payroll and Timekeeping Clerks to Insurance Claims Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								90			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level			91	Level			94	Level			85
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	53	14	72	No Skills Upgrade Required!				Customer and Personal Service	79	21	85
Speech Clarity	46	7	68					Sales and Marketing	17	6	83
Written Expression	48	4	65								
Information Ordering	48	2	62								
Inductive Reasoning	46	2	50								
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Payroll and Timekeeping Clerks and Insurance Claims Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Payroll and Timekeeping Clerks	Insurance Claims Clerks	Importance
Written Comprehension	55	55	78
Oral Expression	57	57	72
Speech Recognition	39	53	72
Oral Comprehension	53	53	68
Speech Clarity	39	46	68
Written Expression	44	48	65
Near Vision	57	57	65



Information Ordering	46	48	62
Deductive Reasoning	50	46	59
Selective Attention	37	32	56
Problem Sensitivity	41	41	50
Inductive Reasoning	44	46	50
Category Flexibility	41	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Insurance Claims Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Payroll and Timekeeping Clerks	Insurance Claims Clerks	Importance
Customer and Personal Service	58	79	85
Sales and Marketing	11	17	83

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Insurance Claims Clerks	Description	Payroll and Timekeeping Clerks	Insurance Claims Clerks
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	6%	0%	Post-Masters Cert	0%	0%
4-6 years	1%	0%	Master's Degree	0%	2%
2-4 years	32%	27%	Post-Bachelor Cert	0%	0%
1-2 years	25%	20%	Bachelors	8%	0%
6-12 months	17%	14%	AA or Equiv	3%	5%
3-6 months	5%	5%	Some College	28%	32%
1-3 months	1%	15%	Post-Secondary Certificate	16%	6%
0-1 month	0%	4%	High School Diploma or GED	41%	53%
None	10%	9%	No HSD or GED	0%	0%

Payroll and Timekeeping Clerks

Insurance Claims Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

2 - Job Zone Two: Some Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

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

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.



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

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

## Tasks

### Payroll and Timekeeping Clerks

#### Core Tasks

##### Generalized Work Activities:

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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:

- Compile employee time, production, and payroll data from time sheets and other records.
- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank

### Insurance Claims Clerks

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

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

#### Detailed Tasks

##### Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail



statements.

- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

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- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

##### Compliance software

- BSI ComplianceFactory

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

- Data entry software

- Microsoft Access

##### Electronic mail software

- Email software
- Microsoft Outlook
- Novell GroupWise

##### Human resources software

- ADP Enterprise HRMS

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

#### Technology - Examples

##### Accounting software

- Billing software

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

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

- Data entry software

- Database software

- IBM Check Processing Control System CPSC

- St. Paul Travelers e-CARMA

##### Internet browser software

- Web browser software

##### Office suite software

- Microsoft Office

##### Spreadsheet software

- Microsoft Excel
- Spreadsheet software

##### Word processing software

- Microsoft Word
- Word processing software



- API Navigator
- Human Resource MicroSystems HR Entre
- Sage Software Abra HRMS

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## Tools - Examples

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### Labor Market Comparison

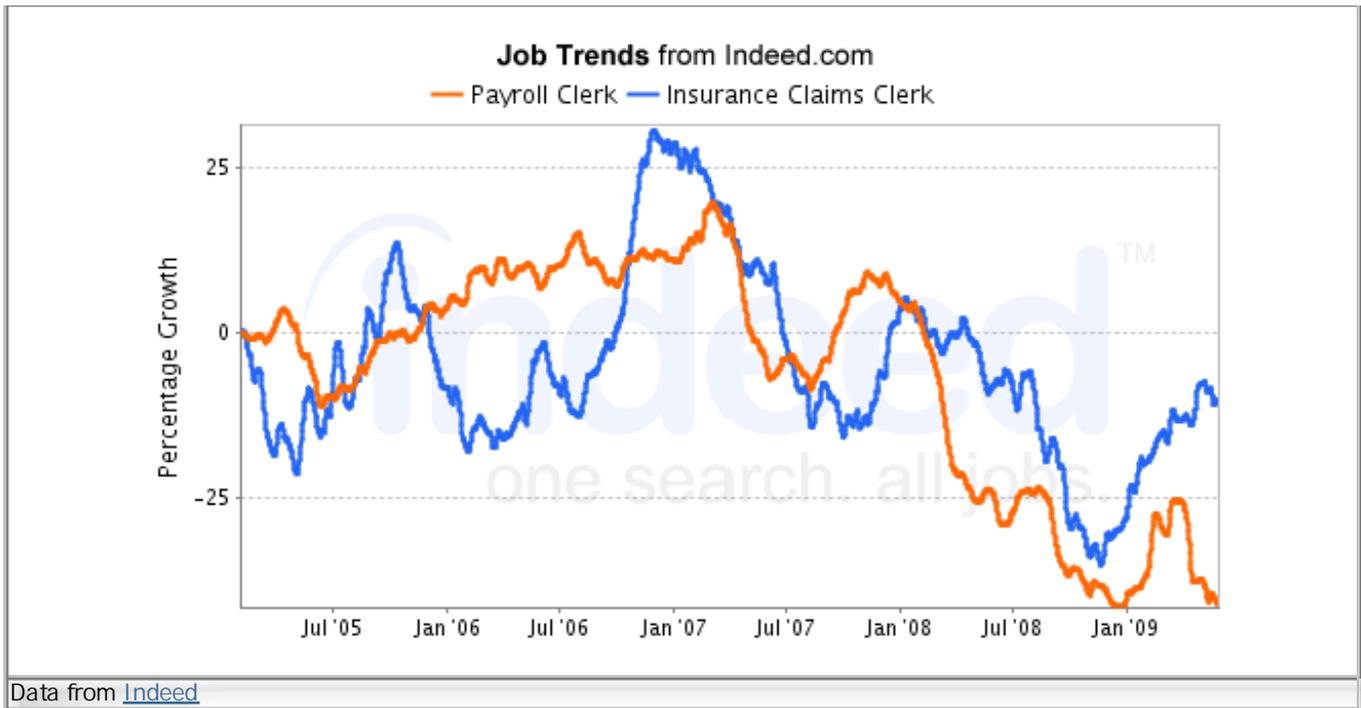
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Special			

Special Occupations:

### National Job Posting Trends

Trend for Payroll and Timekeeping Clerks and Insurance Claims Clerks



## Programs

### Related Programs

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43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22	



43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$4,640.00	-3%	1
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$9,890.00	5%	5

Special Occupations:

### Top Industries for Insurance Claims Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%



State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

### Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%
Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%



# TORQ Analysis of Payroll and Timekeeping Clerks to Brokerage Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Brokerage Clerks	43-4011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS	
Grand TORQ:	<b>89</b>

Ability TORQ	Skills TORQ	Knowledge TORQ
Level  87	Level  90	Level  89

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Finger Dexterity	39	27	53	Service Orientation	61	17	72	Customer and Personal Service	77	19	88
Speech Recognition	53	14	65	Speaking	83	9	95	Economics and Accounting	53	14	70
Speech Clarity	51	12	72								
Number Facility	53	12	53								
Written Expression	50	6	65								
Flexibility of Closure	37	7	50								
Perceptual Speed	35	7	50								
Selective Attention	42	5	56								
Oral Comprehension	57	4	68								
Inductive Reasoning	48	4	56								
Problem Sensitivity	44	3	65								
Deductive Reasoning	53	3	59								
Written Comprehension	57	2	72								
Near Vision	59	2	68								

LEVEL and IMPT (IMPORTANCE) refer to the Target Brokerage Clerks. GAP refers to level difference between Payroll and Timekeeping Clerks and Brokerage Clerks.

## ASK ANALYSIS



Ability Level Comparison - Abilities with importance scores over 50

Description	Payroll and Timekeeping Clerks	Brokerage Clerks	Importance
Written Comprehension	55	57	72
Speech Clarity	39	51	72
Oral Comprehension	53	57	68
Near Vision	57	59	68
Oral Expression	57	57	65
Written Expression	44	50	65
Problem Sensitivity	41	44	65
Speech Recognition	39	53	65
Information Ordering	46	46	62
Deductive Reasoning	50	53	59
Inductive Reasoning	44	48	56
Selective Attention	37	42	56
Mathematical Reasoning	48	46	53
Number Facility	41	53	53
Finger Dexterity	12	39	53
Flexibility of Closure	30	37	50
Perceptual Speed	28	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Brokerage Clerks	Importance
Speaking	74	83	95
Service Orientation	44	61	72

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Payroll and Timekeeping Clerks	Brokerage Clerks	Importance
Customer and Personal Service	58	77	88
Economics and Accounting	39	53	70

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Brokerage Clerks	Description	Payroll and Timekeeping Clerks	Brokerage Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	6%	0%	Post-Masters Cert	0%	0%
4-6 years	1%	12%	Master's Degree	0%	0%
2-4 years	32%	14%	Post-Bachelor Cert	0%	0%
1-2 years	25%	46%	Bachelors	8%	32%



6-12 months	17%	3%	AA or Equiv	3%	13%
3-6 months	5%	2%	Some College	28%	31%
1-3 months	1%	0%	Post-Secondary Certificate	16%	0%
0-1 month	0%	0%	High School Diploma or GED	41%	22%
None	10%	16%	No HSD or GED	0%	0%

Payroll and Timekeeping Clerks	Brokerage Clerks
<b>Most Common Educational/Training Requirement:</b>	
Moderate-term on-the-job training	Moderate-term on-the-job training
<b>Job Zone Comparison</b>	
3 - Job Zone Three: Medium Preparation Needed	
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.	Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.	Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.
Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.	Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.

## Tasks

Payroll and Timekeeping Clerks	Brokerage Clerks
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.</li> <li>• Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.</li> <li>• Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.</li> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> </ul>	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• 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.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.</li> <li>• Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.</li> </ul>
Specific Tasks	Specific Tasks
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Compile employee time, production, and payroll data from time sheets and other records.</li> </ul>	



- Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.
- Complete time sheets showing employees' arrival and departure times.
- Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.
- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication

#### Occupation Specific Tasks:

- Compute total holdings, dividends, interest, transfer taxes, brokerage fees, and commissions, and allocate appropriate payments to customers.
- Correspond with customers and confer with coworkers in order to answer inquiries, discuss market fluctuations, and resolve account problems.
- File, type, and operate standard office machines.
- Monitor daily stock prices, and compute fluctuations in order to determine the need for additional collateral to secure loans.
- Prepare forms, such as receipts, withdrawal orders, transmittal papers, and transfer confirmations, based on transaction requests from stockholders.
- Prepare reports summarizing daily transactions and earnings for individual customer accounts.
- Record and document security transactions, such as purchases, sales, conversions, redemptions, and payments, using computers, accounting ledgers, and certificate records.
- Schedule and coordinate transfer and delivery of security certificates between companies, departments, and customers.
- Verify ownership and transaction information and dividend distribution instructions to ensure conformance with governmental regulations, using stock records and reports.

#### Detailed Tasks

##### Detailed Work Activities:

- answer customer or public inquiries
- arrange delivery schedules
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compute financial data
- compute taxes
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- gather relevant financial data
- maintain account records
- maintain telephone logs
- make decisions
- obtain information from individuals
- operate business machines
- operate calculating devices
- prepare financial reports



## techniques

## Technology - Examples

## Accounting software

- Intuit Quicken software

## Compliance software

- BSI ComplianceFactory

## Data base user interface and query software

- Data entry software

- Microsoft Access

## Electronic mail software

- Email software

- Microsoft Outlook

- Novell GroupWise

## Human resources software

- ADP Enterprise HRMS

- API Navigator

- Human Resource MicroSystems HR Entre

- Sage Software Abra HRMS

## Internet browser software

- Netscape Navigator

- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel

- Spreadsheet software

## Time accounting software

- ADP eTIME

- ADP PC/Payroll

- Automated payroll software

- Automated timekeeping software

- BMH Open4 Payroll

- CyberShift Workforce Management 3G Time and Attendance

- EBS On Line InstaPay

- prepare reports
- provide customer service
- reconcile or balance financial records
- resolve customer or public complaints
- use computers to enter, access and retrieve financial data
- use computers to enter, access or retrieve data
- use knowledge of written communication in sales work
- use oral or written communication techniques
- use telephone communication techniques
- verify bank or financial transactions
- write business correspondence

## Technology - Examples

## Accounting software

- Account management software

## Calendar and scheduling software

- Scheduling software

## Customer relationship management CRM software

- FrontRange Solutions Goldmine software

- Royal Alliance VISION2020 Core

## Data base user interface and query software

- Data entry software

- Transaction processing software

## Desktop communications software

- Instant messaging software

- Online trading software

- WiredRed Software e/pop Basic

## Electronic mail software

- Microsoft Outlook

## Financial analysis software

- Bloomberg Professional

## Internet browser software

- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel



- Galaxy Technologies TimeStar Enterprise
- Jantek Jupiter Time Attendance
- Kronos Workforce Payroll
- Mangrove Software HR20
- Microsoft Great Plains Personal Data Keeper
- NuView EBS
- Oracle PeopleSoft Payroll for North America
- Paychex Preview
- PDS Vista
- RSM McGladrey Clear Pay
- SAP Americas mySAP ERP Human Capital Management HCM
- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance

## Word processing software

- Microsoft Word
- Word processing software

## Tools - Examples

- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

- Spreadsheet software

## Word processing software

- Microsoft Word

## Tools - Examples

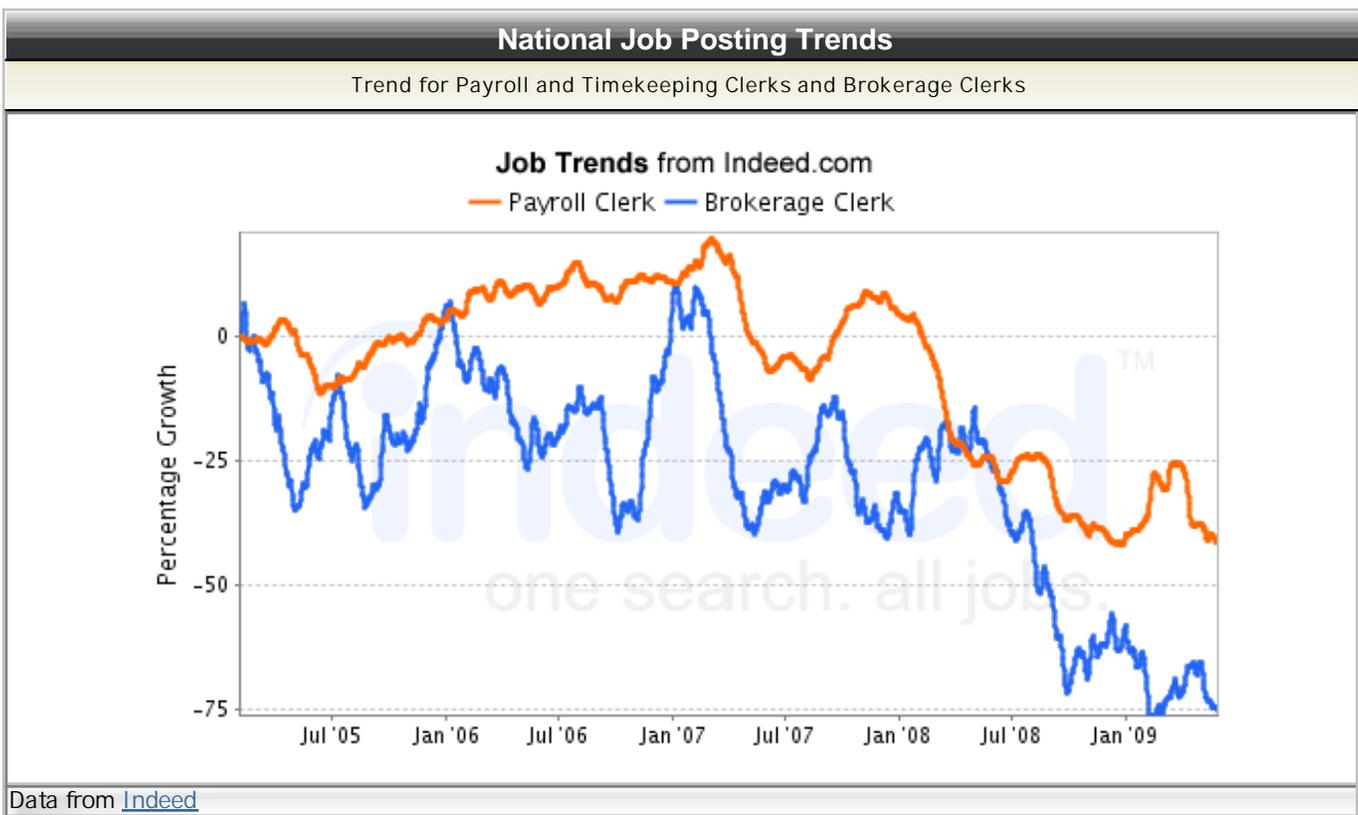
- 10-key calculators
- Desktop computers
- Personal computers
- Multi-line telephone systems

## Labor Market Comparison

Maine Department of Labor.

Description	Payroll and Timekeeping Clerks	Brokerage Clerks	Difference
Median Wage	\$ 30,470	\$ 39,120	\$ 8,650
10th Percentile Wage	\$ 22,470	\$ 27,750	\$ 5,280
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,970	\$ 46,710	\$ 10,740
90th Percentile Wage	\$ 40,700	\$ 59,590	\$ 18,890

Mean Wage	\$ 31,260	\$ 40,490	\$ 9,230
Total Employment - 2397	650	270	-380
Employment Base - 2006	672	259	-413
Projected Employment - 2406	649	225	-424
Projected Job Growth - 2006-2406	-3.4 %	-13.1 %	-9.7 %
Projected Annual Openings - 2006-2406	17	8	-9
Special			
Special Occupations:			



### Programs

Related Programs

Accounting Technician			
Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.			
Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.umm.maine.edu">www.umm.maine.edu</a>

Northern Maine Community College

33 Edgemont Dr

Presque Isle

[www.nmcc.edu](http://www.nmcc.edu)**Maine Statewide Promotion Opportunities for Payroll and Timekeeping Clerks**

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-3051.00	Payroll and Timekeeping Clerks	100	3	650	\$30,470.00	\$0.00	-3%	17	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22	
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76	
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29	
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29	
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11	
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$63,630.00	10%	13	



23-2011.00	Paralegals and Legal Assistants	82	3	1,010	\$40,260.00	\$9,790.00	15%	30	
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9	

Special Occupations:

**Top Industries for Brokerage Clerks**

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Securities and commodity contracts, brokerages, and exchanges	5231-2	63.06%	46,231	58,198	25.89%
Other financial investment activities	523900	12.21%	8,952	11,159	24.66%
Depository credit intermediation	522100	11.86%	8,693	8,623	-0.80%
Management of companies and enterprises	551100	4.55%	3,339	3,405	1.97%
Insurance agencies and brokerages	524210	0.85%	625	625	0.05%
Offices of real estate agents and brokers	531200	0.71%	518	558	7.74%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.58%	428	454	6.07%
Other insurance related activities	524290	0.41%	303	320	5.73%
Employment services	561300	0.29%	210	235	11.95%
Direct insurance (except life, health, and medical) carriers	524120	0.21%	155	143	-7.55%
Local government, excluding education and hospitals	939300	0.20%	146	145	-0.64%
Insurance and employee benefit funds	525100	0.18%	135	148	9.00%

**Top Industries for Payroll and Timekeeping Clerks**

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%



Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%
Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%



# TORQ Analysis of Payroll and Timekeeping Clerks to Executive Secretaries and Administrative Assistants

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Payroll and Timekeeping Clerks	43-3051.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								89			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level		90	Level		95	Level		82			
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Expression	57	13	87	Writing	66	5	81	Transportation	19	13	70
Speech Recognition	53	14	68					Clerical	85	6	86
Time Sharing	42	16	53								
Oral Comprehension	60	7	87								
Speech Clarity	46	7	75								
Information Ordering	53	7	65								
Category Flexibility	48	7	59								
Problem Sensitivity	46	5	65								
Inductive Reasoning	48	4	56								
Oral Expression	59	2	81								
Deductive Reasoning	51	1	59								
LEVEL and IMPT (IMPORTANCE) refer to the Target Executive Secretaries and Administrative Assistants. GAP refers to level difference between Payroll and Timekeeping Clerks and Executive Secretaries and Administrative Assistants.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Payroll and Timekeeping Clerks	Executive Secretaries and Administrative Assistants	Importance

Oral Comprehension	53	60	87
Written Comprehension	55	53	87
Written Expression	44	57	87
Oral Expression	57	59	81
Speech Clarity	39	46	75
Near Vision	57	55	72
Speech Recognition	39	53	68
Problem Sensitivity	41	46	65
Information Ordering	46	53	65
Deductive Reasoning	50	51	59
Category Flexibility	41	48	59
Inductive Reasoning	44	48	56
Selective Attention	37	37	56
Time Sharing	26	42	53

Skill Level Comparison - Abilities with importance scores over 69

Description	Payroll and Timekeeping Clerks	Executive Secretaries and Administrative Assistants	Importance
Writing	61	66	81

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Payroll and Timekeeping Clerks	Executive Secretaries and Administrative Assistants	Importance
Clerical	79	85	86
Transportation	6	19	70

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Payroll and Timekeeping Clerks	Executive Secretaries and Administrative Assistants	Description	Payroll and Timekeeping Clerks	Executive Secretaries and Administrative Assistants
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	5%	Professional Degree	0%	0%
6-8 years	6%	2%	Post-Masters Cert	0%	0%
4-6 years	1%	18%	Master's Degree	0%	0%
2-4 years	32%	27%	Post-Bachelor Cert	0%	0%
1-2 years	25%	10%	Bachelors	8%	9%
6-12 months	17%	17%	AA or Equiv	3%	16%
3-6 months	5%	7%	Some College	28%	23%
1-3 months	1%	0%	Post-Secondary Certificate	16%	5%
0-1 month	0%	0%	High Scol Diploma or GED	41%	44%



None	10%	8%	Of GED	0%	0%
Payroll and Timekeeping Clerks			Executive Secretaries and Administrative Assistants		
<b>Most Common Educational/Training Requirement:</b>					
Moderate-term on-the-job training			Moderate-term on-the-job training		
<b>Job Zone Comparison</b>					
3 - Job Zone Three: Medium Preparation Needed			3 - Job Zone Three: Medium Preparation Needed		
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.			Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.		
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.			Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.		
Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.			Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.		

## Tasks

Payroll and Timekeeping Clerks	Executive Secretaries and Administrative Assistants
<b>Core Tasks</b>	<b>Core Tasks</b>
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.</li> <li>• Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.</li> <li>• Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.</li> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> </ul>	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.</li> </ul>
<b>Specific Tasks</b>	<b>Specific Tasks</b>
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Compile employee time, production, and payroll data from time sheets and other records.</li> <li>• Compile statistical reports, statements, and summaries related to pay and benefits accounts, and submit them to appropriate departments.</li> <li>• Complete time sheets showing employees' arrival and departure times.</li> <li>• Complete, verify, and process forms and documentation for administration of benefits such as pension plans, and unemployment and medical insurance.</li> </ul>	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Attend meetings to record minutes.</li> <li>• Compile, transcribe, and distribute minutes of meetings.</li> <li>• Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.</li> <li>• Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.</li> </ul>



- Compute wages and deductions, and enter data into computers.
- Coordinate special programs, such as United Way campaigns, that involve payroll deductions.
- Distribute and collect timecards each pay period.
- Issue and record adjustments to pay related to previous errors or retroactive increases.
- Keep informed about changes in tax and deduction laws that apply to the payroll process.
- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

- compile data for financial reports
- compute financial data
- compute taxes
- enter time sheet information
- fill out business or government forms
- maintain balance sheets
- maintain records, reports, or files
- prepare reports
- prepare tax reports
- process payroll documents, records, or checks
- reconcile or balance financial records
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

##### Compliance software

- BSI ComplianceFactory

- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports



## Data base user interface and query software

- Data entry software
- Microsoft Access

## Electronic mail software

- Email software
- Microsoft Outlook
- Novell GroupWise

## Human resources software

- ADP Enterprise HRMS
- API Navigator
- Human Resource MicroSystems HR Entre
- Sage Software Abra HRMS

## Internet browser software

- Netscape Navigator
- Web browser software

## Office suite software

- Microsoft Office

## Presentation software

- Microsoft PowerPoint

## Spreadsheet software

- Microsoft Excel
- Spreadsheet software

## Time accounting software

- ADP eTIME
- ADP PC/Payroll
- Automated payroll software
- Automated timekeeping software
- BMH Open4 Payroll
- CyberShift Workforce Management 3G Time and Attendance
- EBS On Line InstaPay
- Galaxy Technologies TimeStar Enterprise
- Jantek Jupiter Time Attendance
- Kronos Workforce Payroll
- Mangrove Software HR20
- Microsoft Great Plains Personal Data Keeper

- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

## Technology - Examples



- NuView EBS
- Oracle PeopleSoft Payroll for North America
- Paychex Preview
- PDS Vista
- RSM McGladrey Clear Pay
- SAP Americas mySAP ERP Human Capital Management HCM
- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance

## Word processing software

- Microsoft Word
- Word processing software

## Tools - Examples

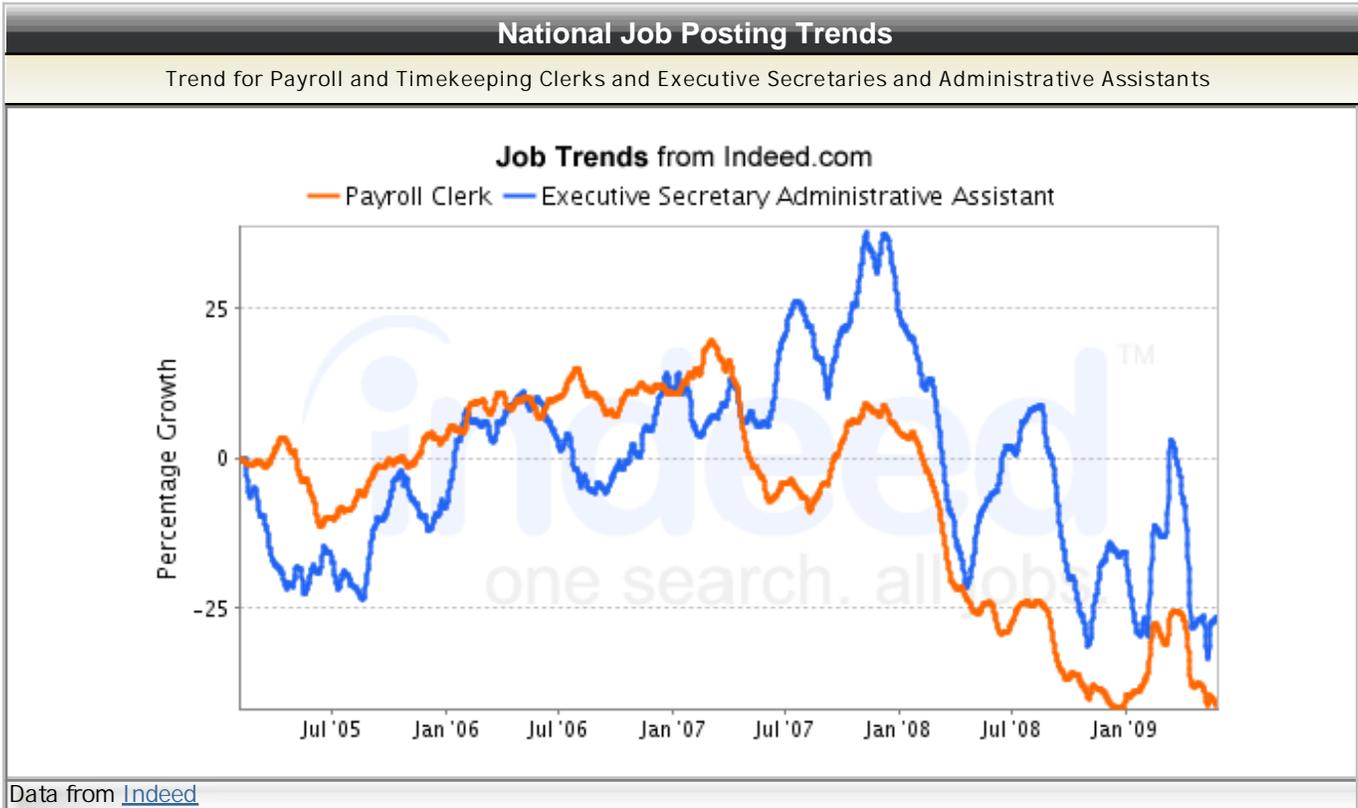
- 10-key calculators
- Desktop computers
- Computer terminals
- Personal computers

**Labor Market Comparison**

Maine Department of Labor.

Description	Payroll and Timekeeping Clerks	Executive Secretaries and Administrative Assistants	Difference
Median Wage	\$ 30,470	\$ 38,830	\$ 8,360
10th Percentile Wage	\$ 22,470	\$ 28,230	\$ 5,760
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,970	\$ 46,250	\$ 10,280
90th Percentile Wage	\$ 40,700	\$ 53,530	\$ 12,830
Mean Wage	\$ 31,260	\$ 40,210	\$ 8,950
Total Employment - 2397	650	3,330	2,680
Employment Base - 2006	672	3,533	2,861
Projected Employment - 2406	649	3,733	3,084

Projected Job Growth - 2006-2406	-3.4 %	5.7 %	9.1 %
Projected Annual Openings - 2006-2406	17	76	59
Special			
Special Occupations:			



Programs			
Related Programs			
Administrative and Secretarial Services, Other			
Business Operations Support and Secretarial Services, Other. Any instructional program in administrative and secretarial services not listed above.			
No information on schools for the program			
Administrative Assistant/Secretarial Science, Gene			
Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.			
Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>



Eastern Maine Community College	354 Hogan Rd	Bangor	<a href="http://www.emcc.edu">www.emcc.edu</a>
Eastern Maine Community College	354 Hogan Rd	Bangor	<a href="http://www.emcc.edu">www.emcc.edu</a>
Beal College	99 Farm Road	Bangor	<a href="http://bealcollege.edu">bealcollege.edu</a>
Beal College	99 Farm Road	Bangor	<a href="http://bealcollege.edu">bealcollege.edu</a>
Andover College	901 Washington Ave	Portland	<a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a>
Andover College	901 Washington Ave	Portland	<a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a>

## Executive Assistant/Executive Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

## Medical Administrative/Executive Assistant and Medical Secretary

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

Institution	Address	City	URL
Beal College	99 Farm Road	Bangor	<a href="http://bealcollege.edu">bealcollege.edu</a>
Washington County Community College	One College Drive	Calais	<a href="http://www.wccc.me.edu">www.wccc.me.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

## Maine Statewide Promotion Opportunities for Payroll and Timekeeping Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-3051.00	Payroll and Timekeeping Clerks	100	3	650	\$30,470.00	\$0.00	-3%	17	



43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$910.00	-8%	22
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$910.00	-8%	22
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$8,360.00	6%	76
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$8,650.00	-13%	8
13-2053.00	Insurance Underwriters	87	3	460	\$56,090.00	\$25,620.00	-1%	12
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$2,890.00	5%	29
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	85	4	770	\$43,900.00	\$13,430.00	8%	23
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$14,740.00	-2%	21
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	84	3	450	\$36,790.00	\$6,320.00	5%	13
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,910.00	9%	29
43-4061.00	Eligibility Interviewers, Government Programs	82	3	610	\$33,440.00	\$2,970.00	0%	11
13-2071.00	Loan Counselors	82	4	60	\$35,110.00	\$4,640.00	-3%	1
13-2041.00	Credit Analysts	82	4	230	\$38,740.00	\$8,270.00	-9%	9
43-5011.00	Cargo and Freight Agents	82	2	170	\$40,360.00	\$9,890.00	5%	5

Special Occupations:

### Top Industries for Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%



Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%

### Top Industries for Payroll and Timekeeping Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Accounting, tax preparation, bookkeeping, and payroll services	541200	8.45%	18,059	23,560	30.46%
Management of companies and enterprises	551100	5.64%	12,037	12,489	3.75%
Local government, excluding education and hospitals	939300	5.51%	11,780	11,910	1.10%
Employment services	561300	4.85%	10,350	11,790	13.91%
Elementary and secondary schools, public and private	611100	4.67%	9,971	9,457	-5.16%
General medical and surgical hospitals, public and private	622100	2.25%	4,805	4,788	-0.36%
Automobile dealers	441100	2.21%	4,730	4,830	2.10%
Nursing care facilities	623100	2.13%	4,543	4,444	-2.19%
Plumbing, heating, and air-conditioning contractors	238220	1.61%	3,441	3,497	1.63%
Federal government, excluding postal service	919999	1.57%	3,355	2,855	-14.92%
Colleges, universities, and professional schools, public and private	611300	1.48%	3,152	3,173	0.69%

Electrical contractors	238210	1.43%	3,053	2,881	-5.63%
General freight trucking	484100	1.29%	2,750	2,800	1.80%
Other specialty trade contractors	238900	1.27%	2,711	2,697	-0.53%
Nonresidential building construction	236200	1.26%	2,700	2,723	0.84%

## 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)