



TORQ Analysis of Human Resources Assistants, Except Payroll and Timekeeping to Executive Secretaries and Administrative Assistants

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Human Resources Assistants, Except Payroll and Timekeeping	43-4161.00	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:								95			
Ability TORQ			Skills TORQ			Knowledge TORQ					
Level		95	Level		96	Level		95			
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	7	87	No Skills Upgrade Required!				English Language	63	2	84
Oral Comprehension	60	5	87								
Time Sharing	42	7	53								
Information Ordering	53	3	65								
Speech Recognition	53	2	68								
Problem Sensitivity	46	2	65								
LEVEL and IMPT (IMPORTANCE) refer to the Target Executive Secretaries and Administrative Assistants. GAP refers to level difference between Human Resources Assistants, Except Payroll and Timekeeping and Executive Secretaries and Administrative Assistants.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Executive Secretaries and Administrative Assistants	Importance
Oral Comprehension	55	60	87
Written Comprehension	59	53	87
Written Expression	50	57	87



Oral Expression	59	59	81
Speech Clarity	46	46	75
Near Vision	59	55	72
Speech Recognition	51	53	68
Problem Sensitivity	44	46	65
Information Ordering	50	53	65
Deductive Reasoning	51	51	59
Category Flexibility	53	48	59
Inductive Reasoning	48	48	56
Selective Attention	37	37	56
Time Sharing	35	42	53

Skill Level Comparison - Abilities with importance scores over 69

Description	Human Resources Assistants, Except Payroll and Timekeeping	Executive Secretaries and Administrative Assistants	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Executive Secretaries and Administrative Assistants	Importance
English Language	61	63	84

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Human Resources Assistants, Except Payroll and Timekeeping	Executive Secretaries and Administrative Assistants	Description	Human Resources Assistants, Except Payroll and Timekeeping	Executive Secretaries and Administrative Assistants
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	5%	Professional Degree	0%	0%
6-8 years	2%	2%	Post-Masters Cert	0%	0%
4-6 years	15%	18%	Master's Degree	8%	0%
2-4 years	25%	27%	Post-Bachelor Cert	0%	0%
1-2 years	33%	10%	Bachelors	22%	9%
6-12 months	10%	17%	AA or Equiv	11%	16%
3-6 months	0%	7%	Some College	23%	23%
1-3 months	11%	0%	Post-Secondary Certificate	1%	5%
0-1 month	0%	0%	High School Diploma or GED	32%	44%
None	0%	8%	No HSD or GED	0%	0%

Human Resources Assistants, Except Payroll and Timekeeping

Executive Secretaries and Administrative Assistants

Most Common Educational/Training Requirement:

Short-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.	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

Human Resources Assistants, Except Payroll and Timekeeping	Executive Secretaries and Administrative Assistants
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. • Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work. 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
Specific Tasks	Specific Tasks
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Administer and score applicant and employee aptitude, personality, and interest assessment instruments. • Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information. • Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability. • Arrange for in-house and external training activities. • Compile and prepare reports and documents pertaining to personnel activities. • Examine employee files to answer inquiries and provide information for personnel actions. • Explain company personnel policies, benefits, and procedures to employees or 	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Attend meetings to record minutes. • Compile, transcribe, and distribute minutes of meetings. • Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors. • Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives. • File and retrieve corporate documents, records, and reports. • Greet visitors and determine whether they should be given access to specific individuals. • Interpret administrative and operating policies and procedures for employees.



benefits, and procedures to employees or job applicants.

- Gather personnel records from other departments or employees.
- Inform job applicants of their acceptance or rejection of employment.
- Interview job applicants to obtain and verify information used to screen and evaluate them.
- Prepare badges, passes, and identification cards, and perform other security-related duties.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Provide assistance in administering employee benefit programs and worker's compensation plans.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Search employee files to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
- Select applicants meeting specified job requirements and refer them to hiring personnel.

Detailed Tasks

Detailed Work Activities:

- administer tests to determine qualifications
- answer questions from employees or public
- arrange teleconference calls
- communicate with customers or employees to disseminate information
- compile numerical or statistical data
- distribute correspondence or mail
- enter time sheet information
- evaluate qualifications or eligibility of applicant for employment
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- fill out insurance forms
- issue identification documents to employees, members, or visitors
- maintain file of job openings

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

Detailed Tasks

Detailed Work Activities:

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



- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain records, reports, or files
- obtain information from individuals
- prepare reports
- provide customer service
- publicize job openings
- request reports or records
- schedule activities, classes, or events
- select applicants meeting qualifications
- take messages
- use computers to enter, access or retrieve data
- use information from previous employers to determine applicant acceptability
- use interviewing procedures
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Maine Department of Labor.

Description	Human Resources Assistants, Except Payroll and Timekeeping	Executive Secretaries and Administrative Assistants	Difference
Median Wage	\$ 30,330	\$ 38,830	\$ 8,500
10th Percentile Wage	\$ 22,350	\$ 28,230	\$ 5,880
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,550	\$ 46,250	\$ 10,700
90th Percentile Wage	\$ 39,540	\$ 53,530	\$ 13,990
Mean Wage	\$ 30,620	\$ 40,210	\$ 9,590
Total Employment - 2410	510	3,330	2,820
Employment Base - 2006	538	3,533	2,995
Projected Employment - 2419	601	3,733	3,132
Projected Job Growth - 2006-2419	11.7 %	5.7 %	-6.1 %
Projected Annual Openings - 2006-2419	10	76	66
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Human Resources Assistants, Except Payroll and Timekeeping and Executive Secretaries and Administrative Assistants

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

Related Programs

Administrative and Secretarial Services, Other

Business Operations Support and Secretarial Services, Other. Any instructional program in administrative and secretarial services not listed above.

No information on schools for the program

Administrative Assistant/Secretarial Science, Gene

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

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



Andover College	901 Washington Ave	Portland	WWW.ANDOVERCOLLEGE.edu
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Executive Assistant/Executive Secretary

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

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

Medical Administrative/Executive Assistant and Medical Secretary

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

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

Maine Statewide Promotion Opportunities for Human Resources Assistants, Except Payroll and Timekeeping

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	100	3	510	\$30,330.00	\$0.00	12%	10	
43-6011.00	Executive Secretaries and Administrative Assistants	95	3	3,330	\$38,830.00	\$8,500.00	6%	76	



43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-3051.00	Payroll and Timekeeping Clerks	93	3	650	\$30,470.00	\$140.00	-3%	17	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	93	4	770	\$43,900.00	\$13,570.00	8%	23	
13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$25,760.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$19,030.00	3%	44	★
23-2011.00	Paralegals and Legal Assistants	91	3	1,010	\$40,260.00	\$9,930.00	15%	30	★
43-6012.00	Legal Secretaries	90	3	1,300	\$33,360.00	\$3,030.00	5%	29	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$8,790.00	-13%	8	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	90	3	450	\$36,790.00	\$6,460.00	5%	13	
13-1071.02	Personnel Recruiters	89	4	610	\$41,200.00	\$10,870.00	10%	19	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$13,600.00	-7%	1	
11-3041.00	Compensation and Benefits Managers	88	3	200	\$68,560.00	\$38,230.00	2%	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 Human Resources Assistants, Except Payroll and Timekeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.17%	13,743	12,992	-5.47%
Management of companies and enterprises	551100	6.83%	11,489	13,244	15.28%
Colleges, universities, and professional schools, public and private	611300	5.79%	9,738	10,894	11.87%
Local government, excluding education and hospitals	939300	5.31%	8,935	10,037	12.34%
General medical and surgical hospitals, public and private	622100	4.54%	7,629	8,446	10.71%
Employment services	561300	4.46%	7,507	9,501	26.56%
Elementary and secondary schools, public and private	611100	3.95%	6,644	7,001	5.38%
State government, excluding education and hospitals	929200	3.88%	6,532	6,410	-1.87%
Depository credit intermediation	522100	2.27%	3,826	3,900	1.95%
Management, scientific, and technical consulting services	541600	1.74%	2,932	5,234	78.52%
Department stores	452100	1.71%	2,872	2,826	-1.59%
Nursing care facilities	623100	1.56%	2,623	2,850	8.68%
Junior colleges, public and private	611200	1.05%	1,762	1,947	10.49%
Legal services	541100	0.95%	1,600	1,757	9.84%



Grocery stores	445100	0.93%	1,557	1,699	9.11%
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TORQ Analysis of Human Resources Assistants, Except Payroll and Timekeeping to Billing, Cost, and Rate Clerks

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Human Resources Assistants, Except Payroll and Timekeeping	43-4161.00	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:				94							
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level		96	Level								
			93	Level							
				93							
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Number Facility	44	5	53	Active Learning	64	7	74	No Knowledge Upgrades Required!			
Mathematical Reasoning	41	2	56	Writing	63	4	73				
				Speaking	60	2	77				
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Human Resources Assistants, Except Payroll and Timekeeping and Billing, Cost, and Rate Clerks.</p>											

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Human Resources Assistants, Except Payroll and Timekeeping	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	55	51	68
Oral Expression	59	50	68
Speech Recognition	51	48	65
Speech Clarity	46	44	65
Problem Sensitivity	44	44	62
Deductive Reasoning	51	42	62
Written Comprehension	59	48	59
Inductive Reasoning	48	41	59
Information Ordering	50	48	59
Near Vision	59	55	59
Category Flexibility	53	44	56
Mathematical Reasoning	39	41	56



Number Facility	39	44	53
Written Expression	50	42	50
Selective Attention	37	35	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Billing, Cost, and Rate Clerks	Importance
Speaking	58	60	77
Active Learning	57	64	74
Writing	59	63	73
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Billing, Cost, and Rate Clerks	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Human Resources Assistants, Except Payroll and Timekeeping	Billing, Cost, and Rate Clerks	Description	Human Resources Assistants, Except Payroll and Timekeeping	Billing, Cost, and Rate Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	15%	11%	Master's Degree	8%	0%
2-4 years	25%	14%	Post-Bachelor Cert	0%	0%
1-2 years	33%	35%	Bachelors	22%	18%
6-12 months	10%	15%	AA or Equiv	11%	24%
3-6 months	0%	8%	Some College	23%	4%
1-3 months	11%	0%	Post-Secondary Certificate	1%	15%
0-1 month	0%	0%	High School Diploma or GED	32%	35%
None	0%	13%	No HSD or GED	0%	1%
Human Resources Assistants, Except Payroll and Timekeeping			Billing, Cost, and Rate Clerks		
Most Common Educational/Training Requirement:					
Short-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.			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.

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Tasks

Human Resources Assistants, Except Payroll and Timekeeping

Core Tasks

Generalized Work Activities:

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Administer and score applicant and employee aptitude, personality, and interest assessment instruments.
- Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Arrange for in-house and external training activities.
- Compile and prepare reports and documents pertaining to personnel activities.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Gather personnel records from other departments or employees.
- Inform job applicants of their acceptance or rejection of employment.
- Interview job applicants to obtain and verify information used to screen and evaluate them.

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.



- Prepare badges, passes, and identification cards, and perform other security-related duties.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Provide assistance in administering employee benefit programs and worker's compensation plans.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Search employee files to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
- Select applicants meeting specified job requirements and refer them to hiring personnel.

Detailed Tasks

Detailed Work Activities:

- administer tests to determine qualifications
- answer questions from employees or public
- arrange teleconference calls
- communicate with customers or employees to disseminate information
- compile numerical or statistical data
- distribute correspondence or mail
- enter time sheet information
- evaluate qualifications or eligibility of applicant for employment
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- fill out insurance forms
- issue identification documents to employees, members, or visitors
- maintain file of job openings
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain records, reports, or files
- obtain information from individuals

- 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



- obtain information from individuals
- prepare reports
- provide customer service
- publicize job openings
- request reports or records
- schedule activities, classes, or events
- select applicants meeting qualifications
- take messages
- use computers to enter, access or retrieve data
- use information from previous employers to determine applicant acceptability
- use interviewing procedures
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Maine Department of Labor.

Description	Human Resources Assistants, Except Payroll and Timekeeping	Billing, Cost, and Rate Clerks	Difference
Median Wage	\$ 30,330	\$ 27,580	\$(2,750)
10th Percentile Wage	\$ 22,350	\$ 20,390	\$(1,960)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,550	\$ 31,490	\$(4,060)
90th Percentile Wage	\$ 39,540	\$ 36,570	\$(2,970)
Mean Wage	\$ 30,620	\$ 27,790	\$(2,830)
Total Employment - 2410	510	1,990	1,480
Employment Base - 2006	538	2,045	1,507
Projected Employment - 2419	601	2,066	1,465
Projected Job Growth - 2006-2419	11.7 %	1.0 %	-10.7 %
Projected Annual Openings - 2006-2419	10	28	18
Special			

Special Occupations:

National Job Posting Trends

Trend for Human Resources Assistants, Except Payroll and Timekeeping and Billing, Cost, and Rate 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	www.cmcc.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

General Office/Clerical and Typing Services

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

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



Maine Statewide Promotion Opportunities for Human Resources Assistants, Except Payroll and Timekeeping

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	100	3	510	\$30,330.00	\$0.00	12%	10	
43-6011.00	Executive Secretaries and Administrative Assistants	95	3	3,330	\$38,830.00	\$8,500.00	6%	76	
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-3051.00	Payroll and Timekeeping Clerks	93	3	650	\$30,470.00	\$140.00	-3%	17	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	93	4	770	\$43,900.00	\$13,570.00	8%	23	
13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$25,760.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$19,030.00	3%	44	★
23-2011.00	Paralegals and Legal Assistants	91	3	1,010	\$40,260.00	\$9,930.00	15%	30	★
43-6012.00	Legal Secretaries	90	3	1,300	\$33,360.00	\$3,030.00	5%	29	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	90	3	450	\$36,790.00	\$6,460.00	5%	13	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$8,790.00	-13%	8	
13-1071.02	Personnel Recruiters	89	4	610	\$41,200.00	\$10,870.00	10%	19	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$13,600.00	-7%	1	



11-3041.00	Compensation and Benefits Managers	88	3	200	\$68,560.00	\$38,230.00	2%	5
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 Human Resources Assistants, Except Payroll and Timekeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.17%	13,743	12,992	-5.47%
Management of companies and enterprises	551100	6.83%	11,489	13,244	15.28%
Colleges, universities, and professional schools, public and private	611300	5.79%	9,738	10,894	11.87%
Local government, excluding education and hospitals	939300	5.31%	8,935	10,037	12.34%
General medical and surgical hospitals, public and private	622100	4.54%	7,629	8,446	10.71%
Employment services	561300	4.46%	7,507	9,501	26.56%



Elementary and secondary schools, public and private	611100	3.95%	6,644	7,001	5.38%
State government, excluding education and hospitals	929200	3.88%	6,532	6,410	-1.87%
Depository credit intermediation	522100	2.27%	3,826	3,900	1.95%
Management, scientific, and technical consulting services	541600	1.74%	2,932	5,234	78.52%
Department stores	452100	1.71%	2,872	2,826	-1.59%
Nursing care facilities	623100	1.56%	2,623	2,850	8.68%
Junior colleges, public and private	611200	1.05%	1,762	1,947	10.49%
Legal services	541100	0.95%	1,600	1,757	9.84%
Grocery stores	445100	0.93%	1,557	1,699	9.11%



TORQ Analysis of Human Resources Assistants, Except Payroll and Timekeeping to Insurance Claims Clerks

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Human Resources Assistants, Except Payroll and Timekeeping	43-4161.00	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:				94							
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level		Level		96							
	97			90							
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	2	72	No Skills Upgrade Required!				Building and Construction	13	13	79
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Human Resources Assistants, Except Payroll and Timekeeping and Insurance Claims Clerks.											

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Claims Clerks	Importance
Written Comprehension	59	55	
Oral Expression	59	57	
Speech Recognition	51	53	
Oral Comprehension	55	53	
Speech Clarity	46	46	
Written Expression	50	48	
Near Vision	59	57	
Information Ordering	50	48	
Deductive Reasoning	51	46	
Selective Attention	37	32	
Problem Sensitivity	44	41	



Inductive Reasoning	48	46	50
Category Flexibility	53	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Claims Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Claims Clerks	Importance
Building and Construction	0	13	79

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Claims Clerks	Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Claims Clerks
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	15%	0%	Master's Degree	8%	2%
2-4 years	25%	27%	Post-Bachelor Cert	0%	0%
1-2 years	33%	20%	Bachelors	22%	0%
6-12 months	10%	14%	AA or Equiv	11%	5%
3-6 months	0%	5%	Some College	23%	32%
1-3 months	11%	15%	Post-Secondary Certificate	1%	6%
0-1 month	0%	4%	High School Diploma or GED	32%	53%
None	0%	9%	No HSD or GED	0%	0%
Human Resources Assistants, Except Payroll and Timekeeping			Insurance Claims Clerks		
Most Common Educational/Training Requirement:					
Short-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		
<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>			<p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>		



Tasks

Human Resources Assistants, Except Payroll and Timekeeping

Core Tasks

Generalized Work Activities:

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Administer and score applicant and employee aptitude, personality, and interest assessment instruments.
- Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Arrange for in-house and external training activities.
- Compile and prepare reports and documents pertaining to personnel activities.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Gather personnel records from other departments or employees.
- Inform job applicants of their acceptance or rejection of employment.
- Interview job applicants to obtain and verify information used to screen and evaluate them.
- Prepare badges, passes, and identification cards, and perform other security-related duties.

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
- examine files or documents to obtain information
- fill out business or government forms



- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Provide assistance in administering employee benefit programs and worker's compensation plans.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Search employee files to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
- Select applicants meeting specified job requirements and refer them to hiring personnel.

Detailed Tasks

Detailed Work Activities:

- administer tests to determine qualifications
- answer questions from employees or public
- arrange teleconference calls
- communicate with customers or employees to disseminate information
- compile numerical or statistical data
- distribute correspondence or mail
- enter time sheet information
- evaluate qualifications or eligibility of applicant for employment
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- fill out insurance forms
- issue identification documents to employees, members, or visitors
- maintain file of job openings
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain records, reports, or files
- obtain information from individuals
- prepare reports
- provide customer service
- publicize job openings
- request reports or records

- 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

Tools - Examples

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



- schedule activities, classes, or events
- select applicants meeting qualifications
- take messages
- use computers to enter, access or retrieve data
- use information from previous employers to determine applicant acceptability
- use interviewing procedures
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

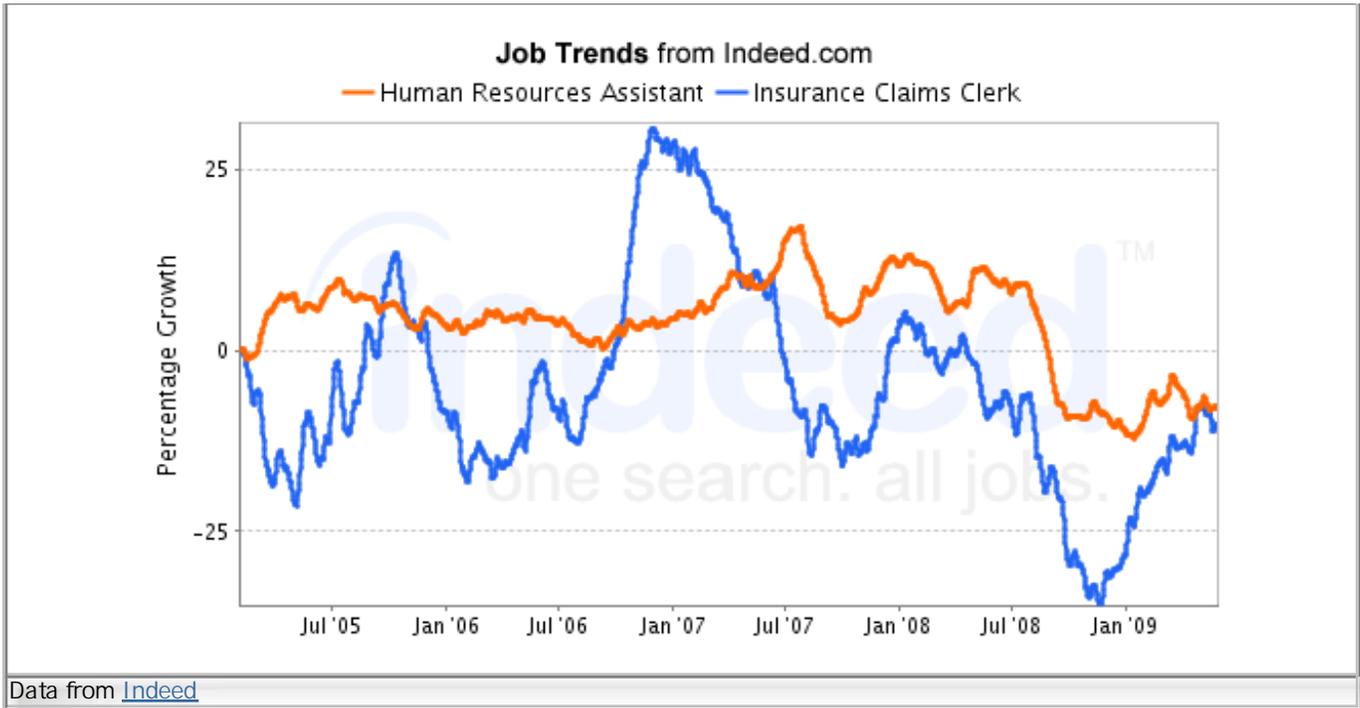
Maine Department of Labor.

Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Claims Clerks	Difference
Median Wage	\$ 30,330	\$ 31,380	\$ 1,050
10th Percentile Wage	\$ 22,350	\$ 24,090	\$ 1,740
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,550	\$ 36,980	\$ 1,430
90th Percentile Wage	\$ 39,540	\$ 42,620	\$ 3,080
Mean Wage	\$ 30,620	\$ 32,190	\$ 1,570
Total Employment - 2410	510	1,810	1,300
Employment Base - 2006	538	1,849	1,311
Projected Employment - 2419	601	1,699	1,098
Projected Job Growth - 2006-2419	11.7 %	-8.1 %	-19.8 %
Projected Annual Openings - 2006-2419	10	22	12
Special			

Special Occupations:

National Job Posting Trends

Trend for Human Resources Assistants, Except Payroll and Timekeeping and Insurance Claims Clerks



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

Maine Statewide Promotion Opportunities for Human Resources Assistants, Except Payroll and Timekeeping									
O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	100	3	510	\$30,330.00	\$0.00	12%	10	
43-6011.00	Executive Secretaries and Administrative Assistants	95	3	3,330	\$38,830.00	\$8,500.00	6%	76	



43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
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13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$25,760.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$19,030.00	3%	44	★
23-2011.00	Paralegals and Legal Assistants	91	3	1,010	\$40,260.00	\$9,930.00	15%	30	★
43-6012.00	Legal Secretaries	90	3	1,300	\$33,360.00	\$3,030.00	5%	29	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	90	3	450	\$36,790.00	\$6,460.00	5%	13	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$8,790.00	-13%	8	
13-1071.02	Personnel Recruiters	89	4	610	\$41,200.00	\$10,870.00	10%	19	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$13,600.00	-7%	1	
11-3041.00	Compensation and Benefits Managers	88	3	200	\$68,560.00	\$38,230.00	2%	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 Human Resources Assistants, Except Payroll and Timekeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.17%	13,743	12,992	-5.47%
Management of companies and enterprises	551100	6.83%	11,489	13,244	15.28%
Colleges, universities, and professional schools, public and private	611300	5.79%	9,738	10,894	11.87%
Local government, excluding education and hospitals	939300	5.31%	8,935	10,037	12.34%
General medical and surgical hospitals, public and private	622100	4.54%	7,629	8,446	10.71%
Employment services	561300	4.46%	7,507	9,501	26.56%
Elementary and secondary schools, public and private	611100	3.95%	6,644	7,001	5.38%
State government, excluding education and hospitals	929200	3.88%	6,532	6,410	-1.87%
Depository credit intermediation	522100	2.27%	3,826	3,900	1.95%
Management, scientific, and technical consulting services	541600	1.74%	2,932	5,234	78.52%
Department stores	452100	1.71%	2,872	2,826	-1.59%
Nursing care facilities	623100	1.56%	2,623	2,850	8.68%
Junior colleges, public and private	611200	1.05%	1,762	1,947	10.49%
Legal services	541100	0.95%	1,600	1,757	9.84%
Grocery stores	445100	0.93%	1,557	1,699	9.11%



TORQ Analysis of Human Resources Assistants, Except Payroll and Timekeeping to Secretaries, Except Legal, Medical, and Executive

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Human Resources Assistants, Except Payroll and Timekeeping	43-4161.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Secretaries, Except Legal, Medical, and Executive	43-6014.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								94			
Ability TORQ			Skills TORQ			Knowledge TORQ					
Level			94	Level			96	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
Speech Recognition	55	4	75	Active Learning	50	3	70	No Knowledge Upgrades Required!			
Written Expression	53	3	68								
Problem Sensitivity	46	2	62								
Information Ordering	51	1	72								
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Secretaries, Except Legal, Medical, and Executive. GAP refers to level difference between Human Resources Assistants, Except Payroll and Timekeeping and Secretaries, Except Legal, Medical, and Executive.</p>											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Secretaries, Except Legal, Medical, and Executive	Importance
Oral Comprehension	55	55	87
Oral Expression	59	55	81
Written Comprehension	59	51	78
Speech Recognition	51	55	75
Speech Clarity	46	42	75



Information Ordering	50	51	72
Written Expression	50	53	68
Near Vision	59	55	68
Problem Sensitivity	44	46	62
Deductive Reasoning	51	44	59
Category Flexibility	53	44	59
Selective Attention	37	35	53
Inductive Reasoning	48	42	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Human Resources Assistants, Except Payroll and Timekeeping	Secretaries, Except Legal, Medical, and Executive	Importance
Active Learning	47	50	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Human Resources Assistants, Except Payroll and Timekeeping	Secretaries, Except Legal, Medical, and Executive	Importance
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Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Human Resources Assistants, Except Payroll and Timekeeping	Secretaries, Except Legal, Medical, and Executive	Description	Human Resources Assistants, Except Payroll and Timekeeping	Secretaries, Except Legal, Medical, and Executive
10+ years	0%	4%	Doctoral	0%	0%
8-10 years	0%	3%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	15%	9%	Master's Degree	8%	3%
2-4 years	25%	27%	Post-Bachelor Cert	0%	0%
1-2 years	33%	25%	Bachelors	22%	0%
6-12 months	10%	3%	AA or Equiv	11%	4%
3-6 months	0%	0%	Some College	23%	36%
1-3 months	11%	2%	Post-Secondary Certificate	1%	16%
0-1 month	0%	2%	High School Diploma or GED	32%	37%
None	0%	13%	No HSD or GED	0%	1%

Human Resources Assistants, Except Payroll and Timekeeping

Secretaries, Except Legal, Medical, and Executive

Most Common Educational/Training Requirement:

Short-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.

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

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

Human Resources Assistants, Except Payroll and Timekeeping

Core Tasks

Generalized Work Activities:

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Administer and score applicant and employee aptitude, personality, and interest assessment instruments.
- Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Arrange for in-house and external training activities.
- Compile and prepare reports and documents pertaining to personnel activities.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Gather personnel records from other departments or employees.
- Inform job applicants of their acceptance or

Secretaries, Except Legal, Medical, and Executive

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

Specific Tasks

Occupation Specific Tasks:

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Arrange conferences, meetings, and travel reservations for office personnel.
- Collect and disburse funds from cash accounts, and keep records of collections and disbursements.
- Complete forms in accordance with company procedures.
- Compose, type, and distribute meeting notes, routine correspondence, and reports.
- Conduct searches to find needed information, using such sources as the Internet.
- Coordinate conferences and meetings.
- Establish work procedures and schedules, and keep track of the daily work of clerical staff.
- Greet visitors and callers, handle their inquiries, and direct them to the appropriate persons according to their needs.
- Learn to operate new office technologies as



rejection or employment.

- Interview job applicants to obtain and verify information used to screen and evaluate them.
- Prepare badges, passes, and identification cards, and perform other security-related duties.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Provide assistance in administering employee benefit programs and worker's compensation plans.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Search employee files to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
- Select applicants meeting specified job requirements and refer them to hiring personnel.

Detailed Tasks

Detailed Work Activities:

- administer tests to determine qualifications
- answer questions from employees or public
- arrange teleconference calls
- communicate with customers or employees to disseminate information
- compile numerical or statistical data
- distribute correspondence or mail
- enter time sheet information
- evaluate qualifications or eligibility of applicant for employment
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- fill out insurance forms
- issue identification documents to employees, members, or visitors
- maintain file of job openings
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain records, reports, or files

they are developed and implemented.

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

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- arrange teleconference calls
- assist with business or managerial research
- compile data for financial reports
- compile itinerary of planned meetings or activities
- develop travel itinerary
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- document provision of administrative services
- enter time sheet information
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers



- obtain information from individuals
- prepare reports
- provide customer service
- publicize job openings
- request reports or records
- schedule activities, classes, or events
- select applicants meeting qualifications
- take messages
- use computers to enter, access or retrieve data
- use information from previous employers to determine applicant acceptability
- use interviewing procedures
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

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

**Labor Market Comparison**

Maine Department of Labor.

Description	Human Resources Assistants, Except Payroll and Timekeeping	Secretaries, Except Legal, Medical, and Executive	Difference
Median Wage	\$ 30,330	\$ 28,260	\$(2,070)
10th Percentile Wage	\$ 22,350	\$ 20,720	\$(1,630)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,550	\$ 32,700	\$(2,850)
90th Percentile Wage	\$ 39,540	\$ 37,620	\$(1,920)
Mean Wage	\$ 30,620	\$ 28,580	\$(2,040)
Total Employment - 2410	510	10,400	9,890
Employment Base - 2006	538	10,805	10,267
Projected Employment - 2419	601	10,121	9,520
Projected Job Growth - 2006-2419	11.7 %	-6.3 %	-18.0 %
Projected Annual Openings - 2006-2419	10	172	162
Special			

Special Occupations:

National Job Posting Trends

Trend for Human Resources Assistants, Except Payroll and Timekeeping and Secretaries, Except Legal, Medical, and Executive

Data from [Indeed](#)

Programs

Related Programs

Administrative Assistant/Secretarial Science, Gene

Administrative Assistant and Secretarial Science, General. A program that generally prepares individuals to perform the duties of administrative assistants and/or secretaries and stenographers. Includes instruction in business communications, principles of business law, word processing and data entry, office machines operation and maintenance, office procedures, public relations, secretarial accounting, filing systems and records management, and report preparation.

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

Executive Assistant/Executive Secretary

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



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

Maine Statewide Promotion Opportunities for Human Resources Assistants, Except Payroll and Timekeeping

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	100	3	510	\$30,330.00	\$0.00	12%	10	
43-6011.00	Executive Secretaries and Administrative Assistants	95	3	3,330	\$38,830.00	\$8,500.00	6%	76	
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-3051.00	Payroll and Timekeeping Clerks	93	3	650	\$30,470.00	\$140.00	-3%	17	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	93	4	770	\$43,900.00	\$13,570.00	8%	23	
13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$25,760.00	-1%	12	
23-2011.00	Paralegals and Legal Assistants	91	3	1,010	\$40,260.00	\$9,930.00	15%	30	★
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$19,030.00	3%	44	★
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$8,790.00	-13%	8	



13-2081.00	Tax Examiners, Collectors, and Revenue Agents	90	3	450	\$36,790.00	\$6,460.00	5%	13	
43-6012.00	Legal Secretaries	90	3	1,300	\$33,360.00	\$3,030.00	5%	29	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$13,600.00	-7%	1	
13-1071.02	Personnel Recruiters	89	4	610	\$41,200.00	\$10,870.00	10%	19	
13-2071.00	Loan Counselors	88	4	60	\$35,110.00	\$4,780.00	-3%	1	

Special Occupations:

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

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

Top Industries for Human Resources Assistants, Except Payroll and Timekeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.17%	13,743	12,992	-5.47%



Management of companies and enterprises	551100	6.83%	11,489	13,244	15.28%
Colleges, universities, and professional schools, public and private	611300	5.79%	9,738	10,894	11.87%
Local government, excluding education and hospitals	939300	5.31%	8,935	10,037	12.34%
General medical and surgical hospitals, public and private	622100	4.54%	7,629	8,446	10.71%
Employment services	561300	4.46%	7,507	9,501	26.56%
Elementary and secondary schools, public and private	611100	3.95%	6,644	7,001	5.38%
State government, excluding education and hospitals	929200	3.88%	6,532	6,410	-1.87%
Depository credit intermediation	522100	2.27%	3,826	3,900	1.95%
Management, scientific, and technical consulting services	541600	1.74%	2,932	5,234	78.52%
Department stores	452100	1.71%	2,872	2,826	-1.59%
Nursing care facilities	623100	1.56%	2,623	2,850	8.68%
Junior colleges, public and private	611200	1.05%	1,762	1,947	10.49%
Legal services	541100	0.95%	1,600	1,757	9.84%
Grocery stores	445100	0.93%	1,557	1,699	9.11%



TORQ Analysis of Human Resources Assistants, Except Payroll and Timekeeping to Insurance Policy Processing Clerks

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Human Resources Assistants, Except Payroll and Timekeeping	43-4161.00	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:				94							
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level		97	Level								
			94	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
Problem Sensitivity	48	4	68	Critical Thinking	70	2	77	Customer and Personal Service	74	3	86
Near Vision	62	3	68								
Deductive Reasoning	53	2	59								

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

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Policy Processing Clerks	Importance
Written Comprehension	59	55	81
Information Ordering	50	50	72
Written Expression	50	50	68
Problem Sensitivity	44	48	68
Near Vision	59	62	68
Speech Clarity	46	42	68
Oral Comprehension	55	50	65
Oral Expression	59	57	65
Speech Recognition	51	48	65
Deductive Reasoning	51	53	59



Inductive Reasoning	48	48	56
Selective Attention	37	37	56
Category Flexibility	53	42	50
Finger Dexterity	35	30	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Policy Processing Clerks	Importance
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Critical Thinking	68	70	77
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Policy Processing Clerks	Importance
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Customer and Personal Service	71	74	86
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Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Policy Processing Clerks	Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Policy Processing Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	15%	5%	Master's Degree	8%	0%
2-4 years	25%	7%	Post-Bachelor Cert	0%	0%
1-2 years	33%	46%	Bachelors	22%	0%
6-12 months	10%	16%	AA or Equiv	11%	15%
3-6 months	0%	9%	Some College	23%	12%
1-3 months	11%	3%	Post-Secondary Certificate	1%	11%
0-1 month	0%	0%	High School Diploma or GED	32%	61%
None	0%	10%	No HSD or GED	0%	0%

Human Resources Assistants, Except Payroll and Timekeeping

Insurance Policy Processing Clerks

Most Common Educational/Training Requirement:

Short-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.

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

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

Human Resources Assistants, Except Payroll and Timekeeping

Core Tasks

Generalized Work Activities:

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Administer and score applicant and employee aptitude, personality, and interest assessment instruments.
- Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Arrange for in-house and external training activities.
- Compile and prepare reports and documents pertaining to personnel activities.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Gather personnel records from other departments or employees.

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 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



departments or employees.

- Inform job applicants of their acceptance or rejection of employment.
- Interview job applicants to obtain and verify information used to screen and evaluate them.
- Prepare badges, passes, and identification cards, and perform other security-related duties.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Provide assistance in administering employee benefit programs and worker's compensation plans.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Search employee files to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
- Select applicants meeting specified job requirements and refer them to hiring personnel.

Detailed Tasks

Detailed Work Activities:

- administer tests to determine qualifications
- answer questions from employees or public
- arrange teleconference calls
- communicate with customers or employees to disseminate information
- compile numerical or statistical data
- distribute correspondence or mail
- enter time sheet information
- evaluate qualifications or eligibility of applicant for employment
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- fill out insurance forms
- issue identification documents to employees, members, or visitors
- maintain file of job openings
- maintain inventory of office forms
- maintain job descriptions

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

Tools - Examples

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



- maintain legal forms
- maintain records, reports, or files
- obtain information from individuals
- prepare reports
- provide customer service
- publicize job openings
- request reports or records
- schedule activities, classes, or events
- select applicants meeting qualifications
- take messages
- use computers to enter, access or retrieve data
- use information from previous employers to determine applicant acceptability
- use interviewing procedures
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

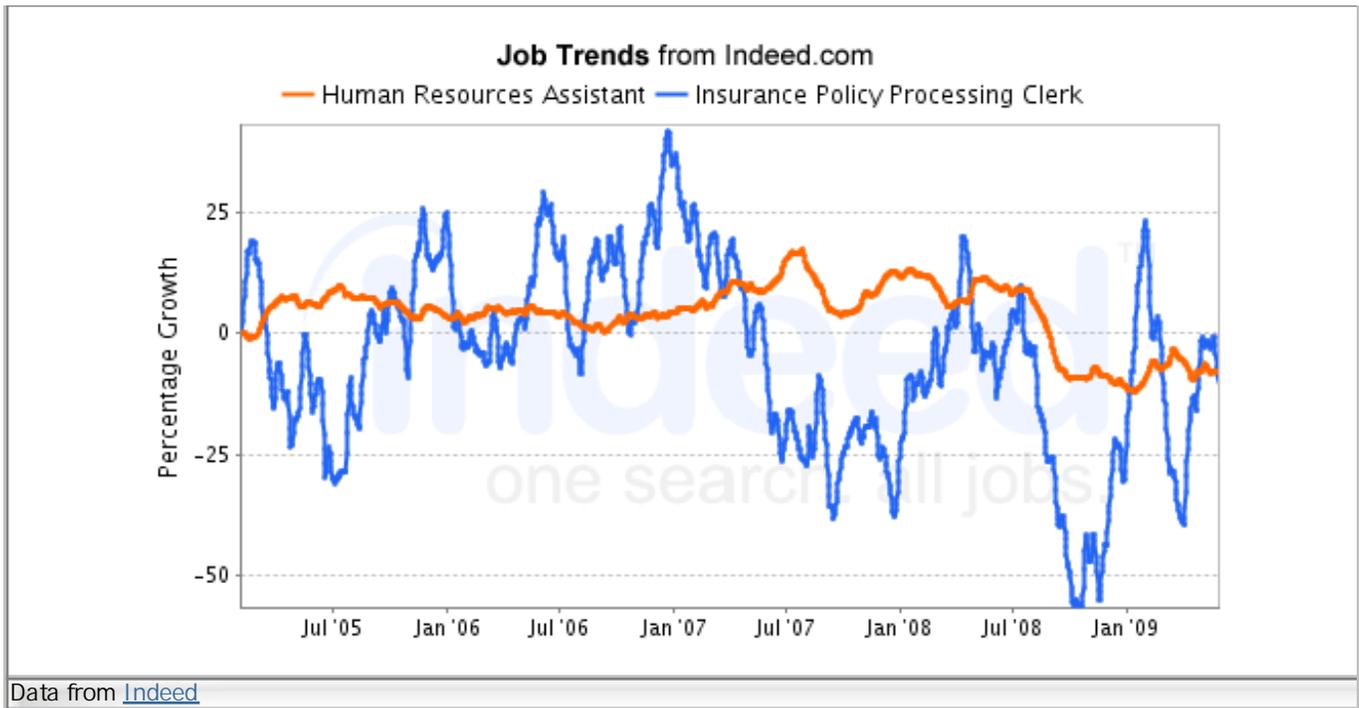
Maine Department of Labor.

Description	Human Resources Assistants, Except Payroll and Timekeeping	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 30,330	\$ 31,380	\$ 1,050
10th Percentile Wage	\$ 22,350	\$ 24,090	\$ 1,740
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,550	\$ 36,980	\$ 1,430
90th Percentile Wage	\$ 39,540	\$ 42,620	\$ 3,080
Mean Wage	\$ 30,620	\$ 32,190	\$ 1,570
Total Employment - 2410	510	1,810	1,300
Employment Base - 2006	538	1,849	1,311
Projected Employment - 2419	601	1,699	1,098
Projected Job Growth - 2006-2419	11.7 %	-8.1 %	-19.8 %
Projected Annual Openings - 2006-2419	10	22	12
Special			

Special Occupations:

National Job Posting Trends

Trend for Human Resources Assistants, Except Payroll and Timekeeping and Insurance Policy Processing Clerks



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	www.nmcc.edu

Maine Statewide Promotion Opportunities for Human Resources Assistants, Except Payroll and Timekeeping

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	100	3	510	\$30,330.00	\$0.00	12%	10	
43-6011.00	Executive Secretaries and Administrative Assistants	95	3	3,330	\$38,830.00	\$8,500.00	6%	76	



43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	94	2	1,810	\$31,380.00	\$1,050.00	-8%	22	
43-3051.00	Payroll and Timekeeping Clerks	93	3	650	\$30,470.00	\$140.00	-3%	17	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	93	4	770	\$43,900.00	\$13,570.00	8%	23	
13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$25,760.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	91	3	1,570	\$49,360.00	\$19,030.00	3%	44	★
23-2011.00	Paralegals and Legal Assistants	91	3	1,010	\$40,260.00	\$9,930.00	15%	30	★
43-6012.00	Legal Secretaries	90	3	1,300	\$33,360.00	\$3,030.00	5%	29	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$8,790.00	-13%	8	
13-2081.00	Tax Examiners, Collectors, and Revenue Agents	90	3	450	\$36,790.00	\$6,460.00	5%	13	
13-1071.02	Personnel Recruiters	89	4	610	\$41,200.00	\$10,870.00	10%	19	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$13,600.00	-7%	1	
11-3041.00	Compensation and Benefits Managers	88	3	200	\$68,560.00	\$38,230.00	2%	5	

Special Occupations:

Top Industries for Insurance Policy Processing 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 Human Resources Assistants, Except Payroll and Timekeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.17%	13,743	12,992	-5.47%
Management of companies and enterprises	551100	6.83%	11,489	13,244	15.28%
Colleges, universities, and professional schools, public and private	611300	5.79%	9,738	10,894	11.87%
Local government, excluding education and hospitals	939300	5.31%	8,935	10,037	12.34%
General medical and surgical hospitals, public and private	622100	4.54%	7,629	8,446	10.71%
Employment services	561300	4.46%	7,507	9,501	26.56%
Elementary and secondary schools, public and private	611100	3.95%	6,644	7,001	5.38%
State government, excluding education and hospitals	929200	3.88%	6,532	6,410	-1.87%
Depository credit intermediation	522100	2.27%	3,826	3,900	1.95%
Management, scientific, and technical consulting services	541600	1.74%	2,932	5,234	78.52%
Department stores	452100	1.71%	2,872	2,826	-1.59%
Nursing care facilities	623100	1.56%	2,623	2,850	8.68%
Junior colleges, public and private	611200	1.05%	1,762	1,947	10.49%
Legal services	541100	0.95%	1,600	1,757	9.84%
Grocery stores	445100	0.93%	1,557	1,699	9.11%



TORQ Analysis of Human Resources Assistants, Except Payroll and Timekeeping to Payroll and Timekeeping Clerks

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Human Resources Assistants, Except Payroll and Timekeeping	43-4161.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Payroll and Timekeeping Clerks	43-3051.00	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	93	Level	91	Level	95

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Mathematical Reasoning	48	9	68	Time Management	63	10	83	No Knowledge Upgrades Required!			

LEVEL and IMPT (IMPORTANCE) refer to the Target Payroll and Timekeeping Clerks. GAP refers to level difference between Human Resources Assistants, Except Payroll and Timekeeping and Payroll and Timekeeping Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Human Resources Assistants, Except Payroll and Timekeeping	Payroll and Timekeeping Clerks	Importance
Information Ordering	50	46	75
Oral Comprehension	55	53	68
Oral Expression	59	57	68
Problem Sensitivity	44	41	68
Mathematical Reasoning	39	48	68
Deductive Reasoning	51	50	65
Near Vision	59	57	65
Written Comprehension	59	55	62
Speech Recognition	51	39	62
Speech Clarity	46	39	62
Written Expression	50	44	56
Inductive Reasoning	48	44	53
Selective Attention	37	37	53



Category Flexibility	53	41	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Payroll and Timekeeping Clerks	Importance
Time Management	53	63	83
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Human Resources Assistants, Except Payroll and Timekeeping	Payroll and Timekeeping Clerks	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Human Resources Assistants, Except Payroll and Timekeeping	Payroll and Timekeeping Clerks	Description	Human Resources Assistants, Except Payroll and Timekeeping	Payroll and Timekeeping Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	2%	6%	Post-Masters Cert	0%	0%
4-6 years	15%	1%	Master's Degree	8%	0%
2-4 years	25%	32%	Post-Bachelor Cert	0%	0%
1-2 years	33%	25%	Bachelors	22%	8%
6-12 months	10%	17%	AA or Equiv	11%	3%
3-6 months	0%	5%	Some College	23%	28%
1-3 months	11%	1%	Post-Secondary Certificate	1%	16%
0-1 month	0%	0%	High School Diploma or GED	32%	41%
None	0%	10%	No HSD or GED	0%	0%
Human Resources Assistants, Except Payroll and Timekeeping			Payroll and Timekeeping Clerks		
Most Common Educational/Training Requirement:					
Short-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		
<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>			<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>		

Tasks



Human Resources Assistants, Except Payroll and Timekeeping

Core Tasks

Generalized Work Activities:

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.

Specific Tasks

Occupation Specific Tasks:

- Administer and score applicant and employee aptitude, personality, and interest assessment instruments.
- Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
- Arrange for in-house and external training activities.
- Compile and prepare reports and documents pertaining to personnel activities.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Gather personnel records from other departments or employees.
- Inform job applicants of their acceptance or rejection of employment.
- Interview job applicants to obtain and verify information used to screen and evaluate them.
- Prepare badges, passes, and identification cards, and perform other security-related duties.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.

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 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



- Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
- Provide assistance in administering employee benefit programs and worker's compensation plans.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Search employee files to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
- Select applicants meeting specified job requirements and refer them to hiring personnel.

Detailed Tasks

Detailed Work Activities:

- administer tests to determine qualifications
- answer questions from employees or public
- arrange teleconference calls
- communicate with customers or employees to disseminate information
- compile numerical or statistical data
- distribute correspondence or mail
- enter time sheet information
- evaluate qualifications or eligibility of applicant for employment
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- fill out insurance forms
- issue identification documents to employees, members, or visitors
- maintain file of job openings
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain records, reports, or files
- obtain information from individuals
- prepare reports
- provide customer service
- publicize job openings
- request reports or records
- schedule activities, classes, or events
- select applicants meeting qualifications

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

Tools - Examples

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



- take messages
- use computers to enter, access or retrieve data
- use information from previous employers to determine applicant acceptability
- use interviewing procedures
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Maine Department of Labor.

Description	Human Resources Assistants, Except Payroll and Timekeeping	Payroll and Timekeeping Clerks	Difference
Median Wage	\$ 30,330	\$ 30,470	\$ 140
10th Percentile Wage	\$ 22,350	\$ 22,470	\$ 120
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 35,550	\$ 35,970	\$ 420
90th Percentile Wage	\$ 39,540	\$ 40,700	\$ 1,160
Mean Wage	\$ 30,620	\$ 31,260	\$ 640
Total Employment - 2410	510	650	140
Employment Base - 2006	538	672	134
Projected Employment - 2419	601	649	48
Projected Job Growth - 2006-2419	11.7 %	-3.4 %	-15.1 %
Projected Annual Openings - 2006-2419	10	17	7
Special			

Special Occupations:

National Job Posting Trends

Trend for Human Resources Assistants, Except Payroll and Timekeeping and Payroll and Timekeeping Clerks



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

Maine Statewide Promotion Opportunities for Human Resources Assistants, Except Payroll and Timekeeping									
O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	100	3	510	\$30,330.00	\$0.00	12%	10	



43-6011.00	Executive Secretaries and Administrative Assistants	95	3	3,330	\$38,830.00	\$8,500.00	6%	76	
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13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$25,760.00	-1%	12	
23-2011.00	Paralegals and Legal Assistants	91	3	1,010	\$40,260.00	\$9,930.00	15%	30	★
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43-6012.00	Legal Secretaries	90	3	1,300	\$33,360.00	\$3,030.00	5%	29	
23-2092.00	Law Clerks	89	4	50	\$43,930.00	\$13,600.00	-7%	1	
13-1071.02	Personnel Recruiters	89	4	610	\$41,200.00	\$10,870.00	10%	19	
13-2071.00	Loan Counselors	88	4	60	\$35,110.00	\$4,780.00	-3%	1	

Special Occupations:

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%

Top Industries for Human Resources Assistants, Except Payroll and Timekeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	8.17%	13,743	12,992	-5.47%
Management of companies and enterprises	551100	6.83%	11,489	13,244	15.28%
Colleges, universities, and professional schools, public and private	611300	5.79%	9,738	10,894	11.87%
Local government, excluding education and hospitals	939300	5.31%	8,935	10,037	12.34%
General medical and surgical hospitals, public and private	622100	4.54%	7,629	8,446	10.71%
Employment services	561300	4.46%	7,507	9,501	26.56%
Elementary and secondary schools, public and private	611100	3.95%	6,644	7,001	5.38%
State government, excluding education and hospitals	929200	3.88%	6,532	6,410	-1.87%
Depository credit intermediation	522100	2.27%	3,826	3,900	1.95%
Management, scientific, and technical consulting services	541600	1.74%	2,932	5,234	78.52%
Department stores	452100	1.71%	2,872	2,826	-1.59%
Nursing care facilities	623100	1.56%	2,623	2,850	8.68%
Junior colleges, public and private	611200	1.05%	1,762	1,947	10.49%
Legal services	541100	0.95%	1,600	1,757	9.84%

Grocery stores	445100	0.93%	1,557	1,699	9.11%
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Industry & Occupational Data Sources

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

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

Labor Market Comparisons Occupational Projections data from Maine Department of Labor

National Posting Trends Indeed.com

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

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