



Problem Sensitivity	46	41	50
Inductive Reasoning	48	46	50
Category Flexibility	44	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Cargo and Freight Agents	Insurance Claims Clerks	Importance
Writing	56	60	75

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Cargo and Freight Agents	Insurance Claims Clerks	Importance
Customer and Personal Service	66	79	85
Clerical	50	71	83

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Cargo and Freight Agents	Insurance Claims Clerks	Description	Cargo and Freight Agents	Insurance Claims Clerks
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	41%	0%	Master's Degree	0%	2%
2-4 years	3%	27%	Post-Bachelor Cert	0%	0%
1-2 years	2%	20%	Bachelors	36%	0%
6-12 months	6%	14%	AA or Equiv	2%	5%
3-6 months	28%	5%	Some College	3%	32%
1-3 months	0%	15%	Post-Secondary Certificate	0%	6%
0-1 month	0%	4%	High School Diploma or GED	23%	53%
None	16%	9%	No HSD or GED	34%	0%

Cargo and Freight Agents

Insurance Claims Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

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Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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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.

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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.

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

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Tasks



Cargo and Freight Agents

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Advise clients on transportation and payment methods.
- Arrange insurance coverage for goods.
- Assemble containers and crates used to transport items such as machines or vehicles.
- Attach address labels, identification codes, and shipping instructions to containers.
- Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
- Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs.
- Coordinate and supervise activities of workers engaged in packing and shipping merchandise.
- Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents.
- Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely.
- Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Estimate freight or postal rates, and record shipment costs and weights.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged

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
- follow contract, property, or insurance laws
- interview customers



receiving shortages and rejecting damaged goods.

- Install straps, braces, and padding to loads in order to prevent shifting or damage during shipment.
- Keep records of all goods shipped, received, and stored.
- Maintain a supply of packing materials.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Obtain flight numbers, airplane numbers, and names of crew members from dispatchers, and record data on airplane flight papers.
- Open cargo containers and unwrap contents, using steel cutters, crowbars, or other hand tools.
- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.
- Prepare manifests showing baggage, mail, and freight weights, and number of passengers on airplanes, and transmit data to destinations.
- Retrieve stored items and trace lost shipments as necessary.
- Route received goods to first available flight or to appropriate storage areas or departments, using forklifts, handtrucks, or other equipment.
- Send samples of merchandise to quality control units for inspection.

Detailed Tasks

Detailed Work Activities:

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

- 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



Maine Department of Labor.

Description	Cargo and Freight Agents	Insurance Claims Clerks	Difference
Median Wage	\$ 40,360	\$ 31,380	\$(8,980)
10th Percentile Wage	\$ 28,000	\$ 24,090	\$(3,910)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,570	\$ 36,980	\$(10,590)
90th Percentile Wage	\$ 52,070	\$ 42,620	\$(9,450)
Mean Wage	\$ 40,390	\$ 32,190	\$(8,200)
Total Employment - 2414	170	1,810	1,640
Employment Base - 2006	163	1,849	1,686
Projected Employment - 2423	171	1,699	1,528
Projected Job Growth - 2006-2423	4.9 %	-8.1 %	-13.0 %
Projected Annual Openings - 2006-2423	5	22	17
Special			

Special Occupations:

National Job Posting Trends

Trend for Cargo and Freight Agents and Insurance Claims Clerks

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

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 Cargo and Freight Agents

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5011.00	Cargo and Freight Agents	100	2	170	\$40,360.00	\$0.00	5%	5	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$15,730.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	85	3	1,570	\$49,360.00	\$9,000.00	3%	44	★
11-3071.01	Transportation Managers	83	3	710	\$62,270.00	\$21,910.00	5%	25	★
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$9,020.00	9%	29	
43-5051.00	Postal Service Clerks	82	2	580	\$44,780.00	\$4,420.00	-3%	13	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	82	4	770	\$43,900.00	\$3,540.00	8%	23	
13-2052.00	Personal Financial Advisors	81	3	360	\$94,100.00	\$53,740.00	10%	13	
13-1071.01	Employment Interviewers	81	3	610	\$41,200.00	\$840.00	10%	19	
23-2092.00	Law Clerks	80	4	50	\$43,930.00	\$3,570.00	-7%	1	
41-3021.00	Insurance Sales Agents	80	3	1,620	\$43,290.00	\$2,930.00	4%	80	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	80	3	920	\$45,210.00	\$4,850.00	-2%	21	
13-2021.01	Assessors	80	3	390	\$41,840.00	\$1,480.00	8%	20	★



19-3021.00	Market Research Analysts	80	4	200	\$49,960.00	\$9,600.00	3%	2
11-2022.00	Sales Managers	80	4	1,310	\$72,720.00	\$32,360.00	3%	32

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 Cargo and Freight Agents

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%
General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%



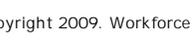
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises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



TORQ Analysis of Cargo and Freight Agents to Insurance Policy Processing Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Cargo and Freight Agents	43-5011.00	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:								90			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level			94	Level			95	Level			79
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	62	16	68	Speaking	77	8	80	Clerical	82	32	84
Speech Recognition	48	6	65					Customer and Personal Service	74	8	86
Written Comprehension	55	4	81								
Deductive Reasoning	53	5	59								
Information Ordering	50	2	72								
Problem Sensitivity	48	2	68								
Oral Expression	57	2	65								
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Cargo and Freight Agents and Insurance Policy Processing Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Cargo and Freight Agents	Insurance Policy Processing Clerks	Importance
Written Comprehension	51 	55 	 81
Information Ordering	48 	50 	 72
Written Expression	50 	50 	 68
Problem Sensitivity	46 	48 	 68
Near Vision	46 	62 	 68



Speech Clarity	44	42	68
Oral Comprehension	57	50	65
Oral Expression	55	57	65
Speech Recognition	42	48	65
Deductive Reasoning	48	53	59
Inductive Reasoning	48	48	56
Selective Attention	44	37	56
Category Flexibility	44	42	50
Finger Dexterity	30	30	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Cargo and Freight Agents	Insurance Policy Processing Clerks	Importance
Speaking	69	77	80

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Cargo and Freight Agents	Insurance Policy Processing Clerks	Importance
Customer and Personal Service	66	74	86
Clerical	50	82	84

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
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Cargo and Freight Agents

Insurance Policy Processing Clerks

Most Common Educational/Training Requirement:

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Job Zone Comparison

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- Desktop computers
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- compliance with procedures
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Labor Market Comparison

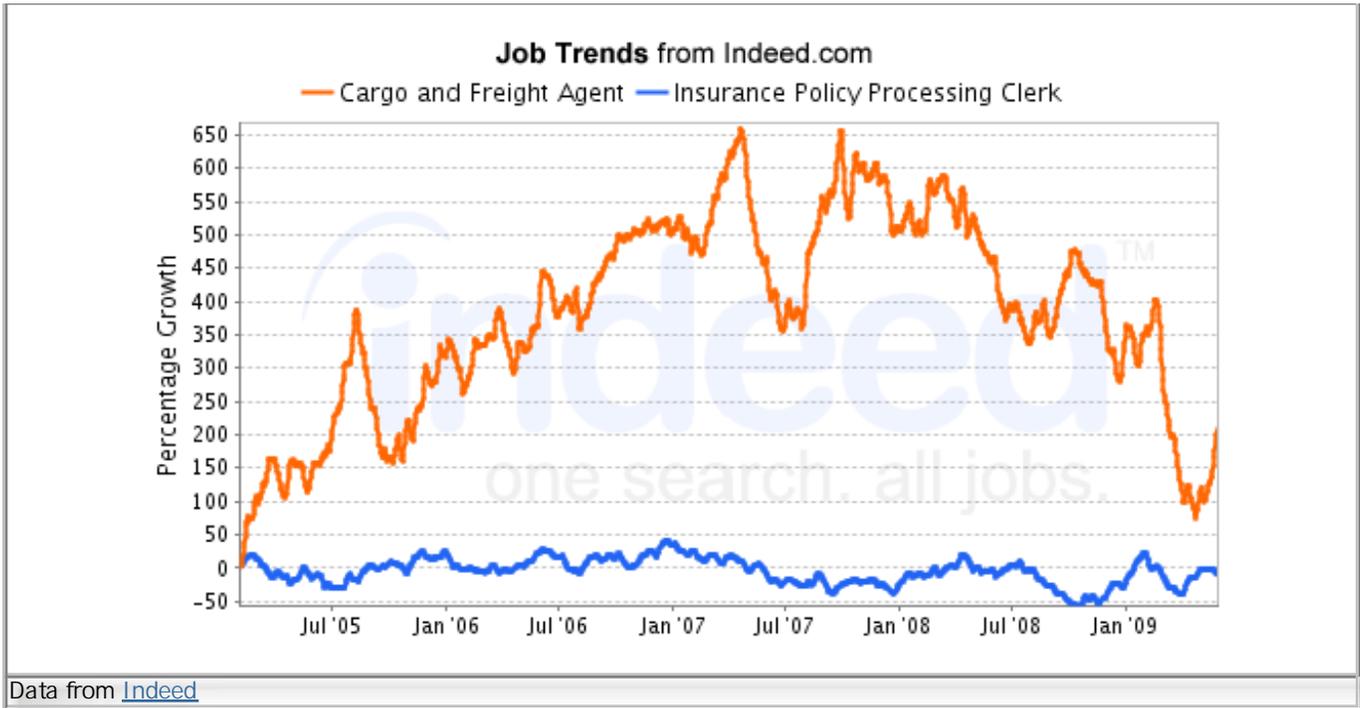
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Special Occupations:

National Job Posting Trends

Trend for Cargo and Freight Agents and Insurance Policy Processing Clerks



Programs			
Related Programs			
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23-2092.00	Law Clerks	80	4	50	\$43,930.00	\$3,570.00	-7%	1	
41-3021.00	Insurance Sales Agents	80	3	1,620	\$43,290.00	\$2,930.00	4%	80	
11-2022.00	Sales Managers	80	4	1,310	\$72,720.00	\$32,360.00	3%	32	

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 Cargo and Freight Agents

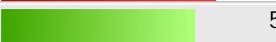
Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%
General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
Deep sea, coastal, and great lakes water transportation	483100	0.58%	495	596	20.51%
Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%



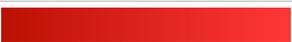
TORQ Analysis of Cargo and Freight Agents to Receptionists and Information Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Cargo and Freight Agents	43-5011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Receptionists and Information Clerks	43-4171.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								89			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level		93	Level		88	Level		86			
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	11	72	Science	15	14	79	Computers and Electronics	49	3	74
Speech Clarity	50	6	68								
Near Vision	51	5	59								
Oral Expression	57	2	75								
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Receptionists and Information Clerks. GAP refers to level difference between Cargo and Freight Agents and Receptionists and Information Clerks.</p>											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Cargo and Freight Agents	Receptionists and Information Clerks	Importance
Oral Comprehension	57 	50 	75 
Oral Expression	55 	57 	75 
Speech Recognition	42 	53 	72 
Speech Clarity	44 	50 	68 
Written Comprehension	51 	44 	59 
Information Ordering	48 	34 	59 
Near Vision	46 	51 	59 
Written Expression	50 	39 	53 
Selective Attention	44 	34 	53 

Skill Level Comparison - Abilities with importance scores over 69

Description	Cargo and Freight Agents	Receptionists and Information Clerks	Importance
Science	1	15	 79

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Cargo and Freight Agents	Receptionists and Information Clerks	Importance
Computers and Electronics	46 	49 	 74

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Cargo and Freight Agents	Receptionists and Information Clerks	Description	Cargo and Freight Agents	Receptionists and Information Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	41% 	7% 	Master's Degree	0%	0%
2-4 years	3% 	6% 	Post-Bachelor Cert	0%	0%
1-2 years	2% 	32% 	Bachelors	36% 	0%
6-12 months	6% 	17% 	AA or Equiv	2% 	21% 
3-6 months	28% 	9% 	Some College	3% 	4% 
1-3 months	0%	6% 	Post-Secondary Certificate	0%	4% 
0-1 month	0%	1% 	High School Diploma or GED	23% 	 66%
None	16% 	19% 	No HSD or GED	34% 	2% 

Cargo and Freight Agents

Receptionists and Information Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed
 Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.
 These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.
 Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

2 - Job Zone Two: Some Preparation Needed
 Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.
 These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.
 Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Cargo and Freight Agents

Receptionists and Information Clerks



Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Advise clients on transportation and payment methods.
- Arrange insurance coverage for goods.
- Assemble containers and crates used to transport items such as machines or vehicles.
- Attach address labels, identification codes, and shipping instructions to containers.
- Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
- Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs.
- Coordinate and supervise activities of workers engaged in packing and shipping merchandise.
- Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents.
- Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely.
- Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Estimate freight or postal rates, and record shipment costs and weights.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

- Analyze data to determine answers to questions from customers or members of the public.
- Calculate and quote rates for tours, stocks, insurance policies, or other products and services.
- Collect, sort, distribute and prepare mail, messages and courier deliveries.
- Conduct tours or deliver talks describing features of public facility such as a historic site or national park.
- Enroll individuals to participate in programs and notify them of their acceptance.
- File and maintain records.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Hear and resolve complaints from customers and public.
- Keep a current record of staff members' whereabouts and availability.
- Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents.
- Perform duties such as taking care of plants



- Install straps, braces, and padding to loads in order to prevent shifting or damage during shipment.
- Keep records of all goods shipped, received, and stored.
- Maintain a supply of packing materials.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Obtain flight numbers, airplane numbers, and names of crew members from dispatchers, and record data on airplane flight papers.
- Open cargo containers and unwrap contents, using steel cutters, crowbars, or other hand tools.
- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.
- Prepare manifests showing baggage, mail, and freight weights, and number of passengers on airplanes, and transmit data to destinations.
- Retrieve stored items and trace lost shipments as necessary.
- Route received goods to first available flight or to appropriate storage areas or departments, using forklifts, handtrucks, or other equipment.
- Send samples of merchandise to quality control units for inspection.

Detailed Tasks

Detailed Work Activities:

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

and straightening magazines to maintain lobby or reception area.

- Process and prepare memos, correspondence, travel vouchers, or other documents.
- Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.
- Receive payment and record receipts for services.
- Schedule appointments, and maintain and update appointment calendars.
- Schedule space and equipment for special programs and prepare lists of participants.
- Take orders for merchandise or materials and send them to the proper departments to be filled.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer questions from employees or public
- arrange teleconference calls
- calculate rates for organization's products or services
- collect payment
- communicate with customers or employees to disseminate information
- develop travel itinerary
- distribute correspondence or mail
- enter time sheet information
- escort group on city or establishment tours
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- maintain appointment calendar
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- make presentations
- make travel reservations
- operate business machines
- provide clerical assistance to customers or patients
- resolve customer or public complaints



- route multi-line telephone calls
- schedule meetings or appointments
- schedule or contract meeting facilities
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand second language
- use cash registers
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Labor Market Comparison

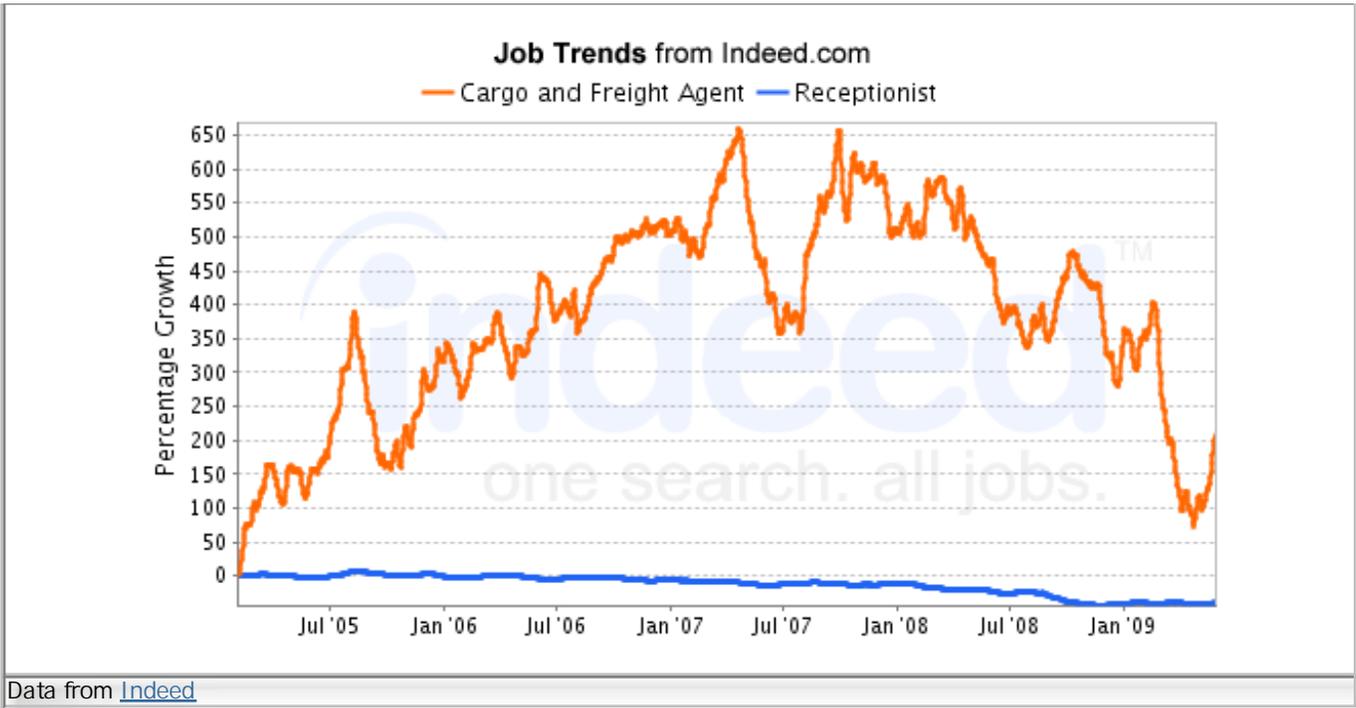
Maine Department of Labor.

Description	Cargo and Freight Agents	Receptionists and Information Clerks	Difference
Median Wage	\$ 40,360	\$ 23,230	\$(17,130)
10th Percentile Wage	\$ 28,000	\$ 16,530	\$(11,470)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,570	\$ 27,640	\$(19,930)
90th Percentile Wage	\$ 52,070	\$ 30,970	\$(21,100)
Mean Wage	\$ 40,390	\$ 23,480	\$(16,910)
Total Employment - 2414	170	2,680	2,510
Employment Base - 2006	163	2,870	2,707
Projected Employment - 2423	171	3,124	2,953
Projected Job Growth - 2006-2423	4.9 %	8.9 %	3.9 %
Projected Annual Openings - 2006-2423	5	95	90
Special			

Special Occupations:

National Job Posting Trends

Trend for Cargo and Freight Agents and Receptionists and Information 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
Health Unit Coordinator/Ward Clerk			
<p>Health Unit Coordinator/Ward Clerk. A program that prepares individuals, under the supervision of nurses or ward supervisors, to perform routine administrative and reception duties in a patient care unit within a hospital or other health care facility. Includes instruction in receiving and directing visitors, transcribing medical and nursing orders, preparing requisition forms, scheduling patient appointments and procedures, monitoring patients and personnel, and interpersonal skills.</p>			
No information on schools for the program			
Medical Reception/Receptionist			
<p>Medical Reception/Receptionist. A program that prepares individuals, under the supervision of office managers, nurses, or physicians, to provide customer service, visitor reception, and patient intake and discharge services. Includes instruction in medical office and health care facility procedures, medical terminology, interpersonal skills, record-keeping, customer service, telephone skills, data entry, interpersonal communications skills, and applicable policies and regulations.</p>			
No information on schools for the program			
Receptionist			



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

No information on schools for the program

Maine Statewide Promotion Opportunities for Cargo and Freight Agents

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5011.00	Cargo and Freight Agents	100	2	170	\$40,360.00	\$0.00	5%	5	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$15,730.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	85	3	1,570	\$49,360.00	\$9,000.00	3%	44	★
11-3071.01	Transportation Managers	83	3	710	\$62,270.00	\$21,910.00	5%	25	★
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$9,020.00	9%	29	
43-5051.00	Postal Service Clerks	82	2	580	\$44,780.00	\$4,420.00	-3%	13	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	82	4	770	\$43,900.00	\$3,540.00	8%	23	
13-2052.00	Personal Financial Advisors	81	3	360	\$94,100.00	\$53,740.00	10%	13	
13-1071.01	Employment Interviewers	81	3	610	\$41,200.00	\$840.00	10%	19	
23-2092.00	Law Clerks	80	4	50	\$43,930.00	\$3,570.00	-7%	1	
41-3021.00	Insurance Sales Agents	80	3	1,620	\$43,290.00	\$2,930.00	4%	80	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	80	3	920	\$45,210.00	\$4,850.00	-2%	21	
13-2021.01	Assessors	80	3	390	\$41,840.00	\$1,480.00	8%	20	★
19-3021.00	Market Research Analysts	80	4	200	\$49,960.00	\$9,600.00	3%	2	
11-2022.00	Sales Managers	80	4	1,310	\$72,720.00	\$32,360.00	3%	32	

Special Occupations:



Top Industries for Receptionists and Information Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	14.38%	168,583	211,471	25.44%
Offices of dentists	621200	5.23%	61,282	72,410	18.16%
Employment services	561300	5.17%	60,615	64,849	6.98%
Personal care services	812100	4.78%	56,064	61,450	9.61%
General medical and surgical hospitals, public and private	622100	3.58%	42,004	46,301	10.23%
Veterinary services	541940	2.95%	34,644	45,565	31.52%
Legal services	541100	2.93%	34,336	37,551	9.36%
Fitness and recreational sports centers	713940	2.48%	29,086	38,587	32.67%
Local government, excluding education and hospitals	939300	2.40%	28,191	31,532	11.85%
Religious organizations	813100	2.14%	25,083	29,971	19.49%
Offices of real estate agents and brokers	531200	2.13%	24,925	30,230	21.28%
Colleges, universities, and professional schools, public and private	611300	1.68%	19,699	21,943	11.39%
Elementary and secondary schools, public and private	611100	1.57%	18,379	19,284	4.93%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.32%	15,532	18,341	18.09%
Automobile dealers	441100	1.11%	12,993	14,675	12.95%

Top Industries for Cargo and Freight Agents

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%
General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%
Self-employed workers, primary job	000601	1.08%	926	968	4.48%

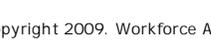
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
Deep sea, coastal, and great lakes water transportation	483100	0.58%	495	596	20.51%
Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%



TORQ Analysis of Cargo and Freight Agents to License Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Cargo and Freight Agents	43-5011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					88						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	 97	Level	 91	Level	 77						
Gaps To Narrow if Possible		Upgrade These Skills		Knowledge to Add							
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	51	5	59	No Skills Upgrade Required!				Clerical	68	18	73
								Personnel and Human Resources	33	12	76
LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Cargo and Freight Agents and License Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Cargo and Freight Agents	License Clerks	Importance
Oral Comprehension	57 	51 	75 
Oral Expression	55 	53 	75 
Written Comprehension	51 	50 	72 
Written Expression	50 	48 	65 
Speech Recognition	42 	41 	62 
Speech Clarity	44 	44 	62 
Near Vision	46 	51 	59 
Problem Sensitivity	46 	42 	53 
Deductive Reasoning	48 	44 	50 
Inductive Reasoning	48 	42 	50 
Information Ordering	48 	44 	50 
Selective Attention	44 	39 	50 
Skill Level Comparison - Abilities with importance scores over 69			



Description	Cargo and Freight Agents	License Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Cargo and Freight Agents	License Clerks	Importance
Personnel and Human Resources	21	33	76
Clerical	50	68	73

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Cargo and Freight Agents	License Clerks	Description	Cargo and Freight Agents	License Clerks	
10+ years	0%	0%	Doctoral	0%	0%	
8-10 years	0%	0%	Professional Degree	0%	0%	
6-8 years	0%	0%	Post-Masters Cert	0%	0%	
4-6 years	41%	0%	Master's Degree	0%	0%	
2-4 years	3%	24%	Post-Bachelor Cert	0%	0%	
1-2 years	2%	25%	Bachelors	36%	0%	
6-12 months	6%	10%	AA or Equiv	2%	3%	
3-6 months	28%	24%	Some College	3%	37%	
1-3 months	0%	0%	Post-Secondary Certificate	0%	5%	
0-1 month	0%	0%	High School Diploma or GED	23%	54%	
None	16%	15%	No HSD or GED	34%	0%	

Cargo and Freight Agents License Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training Short-term on-the-job training

Job Zone Comparison

<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>	<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>
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Tasks

Cargo and Freight Agents	License Clerks
Core Tasks	Core Tasks



Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Advise clients on transportation and payment methods.
- Arrange insurance coverage for goods.
- Assemble containers and crates used to transport items such as machines or vehicles.
- Attach address labels, identification codes, and shipping instructions to containers.
- Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
- Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs.
- Coordinate and supervise activities of workers engaged in packing and shipping merchandise.
- Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents.
- Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely.
- Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Estimate freight or postal rates, and record shipment costs and weights.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
- Install straps, braces, and padding to loads in order to prevent shifting or damage during shipment.

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

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



- Keep records of all goods shipped, received, and stored.
- Maintain a supply of packing materials.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Obtain flight numbers, airplane numbers, and names of crew members from dispatchers, and record data on airplane flight papers.
- Open cargo containers and unwrap contents, using steel cutters, crowbars, or other hand tools.
- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.
- Prepare manifests showing baggage, mail, and freight weights, and number of passengers on airplanes, and transmit data to destinations.
- Retrieve stored items and trace lost shipments as necessary.
- Route received goods to first available flight or to appropriate storage areas or departments, using forklifts, handtrucks, or other equipment.
- Send samples of merchandise to quality control units for inspection.

Detailed Tasks

Detailed Work Activities:

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

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

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

Detailed Tasks

Detailed Work Activities:

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

Labor Market Comparison

Maine Department of Labor.

Description	Cargo and Freight Agents	License Clerks	Difference
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Median Wage	\$ 40,360	\$ 27,650	\$(12,710)
10th Percentile Wage	\$ 28,000	\$ 19,340	\$(8,660)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,570	\$ 32,310	\$(15,260)
90th Percentile Wage	\$ 52,070	\$ 37,730	\$(14,340)
Mean Wage	\$ 40,390	\$ 27,780	\$(12,610)
Total Employment - 2414	170	1,190	1,020
Employment Base - 2006	163	1,198	1,035
Projected Employment - 2423	171	1,302	1,131
Projected Job Growth - 2006-2423	4.9 %	8.7 %	3.8 %
Projected Annual Openings - 2006-2423	5	37	32
Special			
Special Occupations:			

National Job Posting Trends

Trend for Cargo and Freight Agents and License Clerks



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

Programs

Related Programs

Executive Assistant/Secretary



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

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
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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
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Maine Statewide Promotion Opportunities for Cargo and Freight Agents

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5011.00	Cargo and Freight Agents	100	2	170	\$40,360.00	\$0.00	5%	5	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$15,730.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	85	3	1,570	\$49,360.00	\$9,000.00	3%	44	★
11-3071.01	Transportation Managers	83	3	710	\$62,270.00	\$21,910.00	5%	25	★
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$9,020.00	9%	29	
43-5051.00	Postal Service Clerks	82	2	580	\$44,780.00	\$4,420.00	-3%	13	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	82	4	770	\$43,900.00	\$3,540.00	8%	23	
13-2052.00	Personal Financial Advisors	81	3	360	\$94,100.00	\$53,740.00	10%	13	



13-1071.01	Employment Interviewers	81	3	610	\$41,200.00	\$840.00	10%	19	
23-2092.00	Law Clerks	80	4	50	\$43,930.00	\$3,570.00	-7%	1	
41-3021.00	Insurance Sales Agents	80	3	1,620	\$43,290.00	\$2,930.00	4%	80	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	80	3	920	\$45,210.00	\$4,850.00	-2%	21	
13-2021.01	Assessors	80	3	390	\$41,840.00	\$1,480.00	8%	20	★
19-3021.00	Market Research Analysts	80	4	200	\$49,960.00	\$9,600.00	3%	2	
11-2022.00	Sales Managers	80	4	1,310	\$72,720.00	\$32,360.00	3%	32	

Special Occupations:

Top Industries for License Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	66.94%	76,699	86,162	12.34%
State government, excluding education and hospitals	929200	27.45%	31,454	30,865	-1.87%
Self-employed workers, primary job	000601	2.57%	2,948	3,140	6.54%
Other support services	561900	1.93%	2,214	3,032	36.99%
Self-employed workers, secondary job	000602	0.10%	116	116	-0.45%

Top Industries for Cargo and Freight Agents

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%
General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%



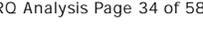
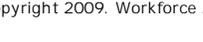
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
Deep sea, coastal, and great lakes water transportation	483100	0.58%	495	596	20.51%
Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%



TORQ Analysis of Cargo and Freight Agents to Court Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Cargo and Freight Agents	43-5011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Court Clerks	43-4031.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					88						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	93	Level	92	Level	77						
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	69	23	68	No Skills Upgrade Required!				Clerical	70	20	75
Speech Recognition	53	11	68								
Written Comprehension	59	8	72								
Oral Expression	60	5	72								
Written Expression	55	5	72								
Speech Clarity	46	2	62								
LEVEL and IMPT (IMPORTANCE) refer to the Target Court Clerks. GAP refers to level difference between Cargo and Freight Agents and Court Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Cargo and Freight Agents	Court Clerks	Importance
Oral Comprehension	57 	57 	78 
Written Comprehension	51 	59 	72 
Oral Expression	55 	60 	72 
Written Expression	50 	55 	72 
Information Ordering	48 	48 	68 
Near Vision	46 	69 	68 
Speech Recognition	42 	53 	68 
Speech Clarity	44 	46 	62 
Problem Sensitivity	46 	46 	53 
Deductive Reasoning	48 	46 	53 



Inductive Reasoning	48	42	53
Skill Level Comparison - Abilities with importance scores over 69			
Description	Cargo and Freight Agents	Court Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Cargo and Freight Agents	Court Clerks	Importance
Clerical	50	70	75

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Cargo and Freight Agents	Court Clerks	Description	Cargo and Freight Agents	Court Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	41%	0%	Master's Degree	0%	0%
2-4 years	3%	2%	Post-Bachelor Cert	0%	0%
1-2 years	2%	8%	Bachelors	36%	3%
6-12 months	6%	13%	AA or Equiv	2%	0%
3-6 months	28%	25%	Some College	3%	1%
1-3 months	0%	2%	Post-Secondary Certificate	0%	1%
0-1 month	0%	0%	High School Diploma or GED	23%	92%
None	16%	47%	No HSD or GED	34%	0%

Cargo and Freight Agents	Court Clerks
Most Common Educational/Training Requirement:	
Moderate-term on-the-job training	Short-term on-the-job training
Job Zone Comparison	
2 - Job Zone Two: Some Preparation Needed	2 - Job Zone Two: Some Preparation Needed
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.	Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.	These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.	Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks

Cargo and Freight Agents	Court Clerks
Core Tasks	Core Tasks



Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Advise clients on transportation and payment methods.
- Arrange insurance coverage for goods.
- Assemble containers and crates used to transport items such as machines or vehicles.
- Attach address labels, identification codes, and shipping instructions to containers.
- Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system.
- Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs.
- Coordinate and supervise activities of workers engaged in packing and shipping merchandise.
- Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents.
- Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely.
- Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight.
- Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods.
- Estimate freight or postal rates, and record shipment costs and weights.
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- Maintain a supply of packing materials.
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- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
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Programs

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Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%

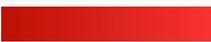
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
Deep sea, coastal, and great lakes water transportation	483100	0.58%	495	596	20.51%
Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%



TORQ Analysis of Cargo and Freight Agents to Billing, Cost, and Rate Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Cargo and Freight Agents	43-5011.00	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:					87						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	 96	Level	 91	Level	 75						
Gaps To Narrow if Possible			Upgrade These Skills			Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	55	9	59	Mathematics	48	2	74	Clerical	74	24	81
Number Facility	44	9	53								
Speech Recognition	48	6	65								
Mathematical Reasoning	41	2	56								
LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Cargo and Freight Agents and Billing, Cost, and Rate Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Cargo and Freight Agents	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	57 	51 	68 
Oral Expression	55 	50 	68 
Speech Recognition	42 	48 	65 
Speech Clarity	44 	44 	65 
Problem Sensitivity	46 	44 	62 
Deductive Reasoning	48 	42 	62 
Written Comprehension	51 	48 	59 
Inductive Reasoning	48 	41 	59 
Information Ordering	48 	48 	59 
Near Vision	46 	55 	59 



Category Flexibility	44	44	56
Mathematical Reasoning	39	41	56
Number Facility	35	44	53
Written Expression	50	42	50
Selective Attention	44	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Cargo and Freight Agents	Billing, Cost, and Rate Clerks	Importance
Mathematics	46	48	74

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Cargo and Freight Agents	Billing, Cost, and Rate Clerks	Importance
Clerical	50	74	81

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Cargo and Freight Agents	Billing, Cost, and Rate Clerks	Description	Cargo and Freight Agents	Billing, Cost, and Rate Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	41%	11%	Master's Degree	0%	0%
2-4 years	3%	14%	Post-Bachelor Cert	0%	0%
1-2 years	2%	35%	Bachelors	36%	18%
6-12 months	6%	15%	AA or Equiv	2%	24%
3-6 months	28%	8%	Some College	3%	4%
1-3 months	0%	0%	Post-Secondary Certificate	0%	15%
0-1 month	0%	0%	High School Diploma or GED	23%	35%
None	16%	13%	No HSD or GED	34%	1%

Cargo and Freight Agents

Billing, Cost, and Rate Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

3 - Job Zone Three: Medium Preparation Needed
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.



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

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

Cargo and Freight Agents	Billing, Cost, and Rate Clerks
<p>Core Tasks</p>	<p>Core Tasks</p>
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. • Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • 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.
<p>Specific Tasks</p>	<p>Specific Tasks</p>
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Advise clients on transportation and payment methods. • Arrange insurance coverage for goods. • Assemble containers and crates used to transport items such as machines or vehicles. • Attach address labels, identification codes, and shipping instructions to containers. • Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system. • Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs. • Coordinate and supervise activities of workers engaged in packing and shipping merchandise. • Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents. • Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely. • Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight. • Enter shipping information into a computer by hand or by using a hand-held scanner 	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • 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.



by name or by using a name plate scanner that reads bar codes on goods.

- Estimate freight or postal rates, and record shipment costs and weights.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
- Install straps, braces, and padding to loads in order to prevent shifting or damage during shipment.
- Keep records of all goods shipped, received, and stored.
- Maintain a supply of packing materials.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Obtain flight numbers, airplane numbers, and names of crew members from dispatchers, and record data on airplane flight papers.
- Open cargo containers and unwrap contents, using steel cutters, crowbars, or other hand tools.
- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.
- Prepare manifests showing baggage, mail, and freight weights, and number of passengers on airplanes, and transmit data to destinations.
- Retrieve stored items and trace lost shipments as necessary.
- Route received goods to first available flight or to appropriate storage areas or departments, using forklifts, handtrucks, or other equipment.
- Send samples of merchandise to quality control units for inspection.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- calculate monetary exchange
- collect payment
- compile numerical or statistical data
- expedite freight movement
- load/unload passenger luggage or cargo
- maintain records, reports, or files
- observe loading of freight to ensure crew compliance with procedures
- obtain flight information from dispatcher
- prepare reports
- provide customer service
- read maps
- route freight shipments
- sell products or services

- 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



- use computers to enter, access or retrieve data
- verify ticket or pass

Labor Market Comparison

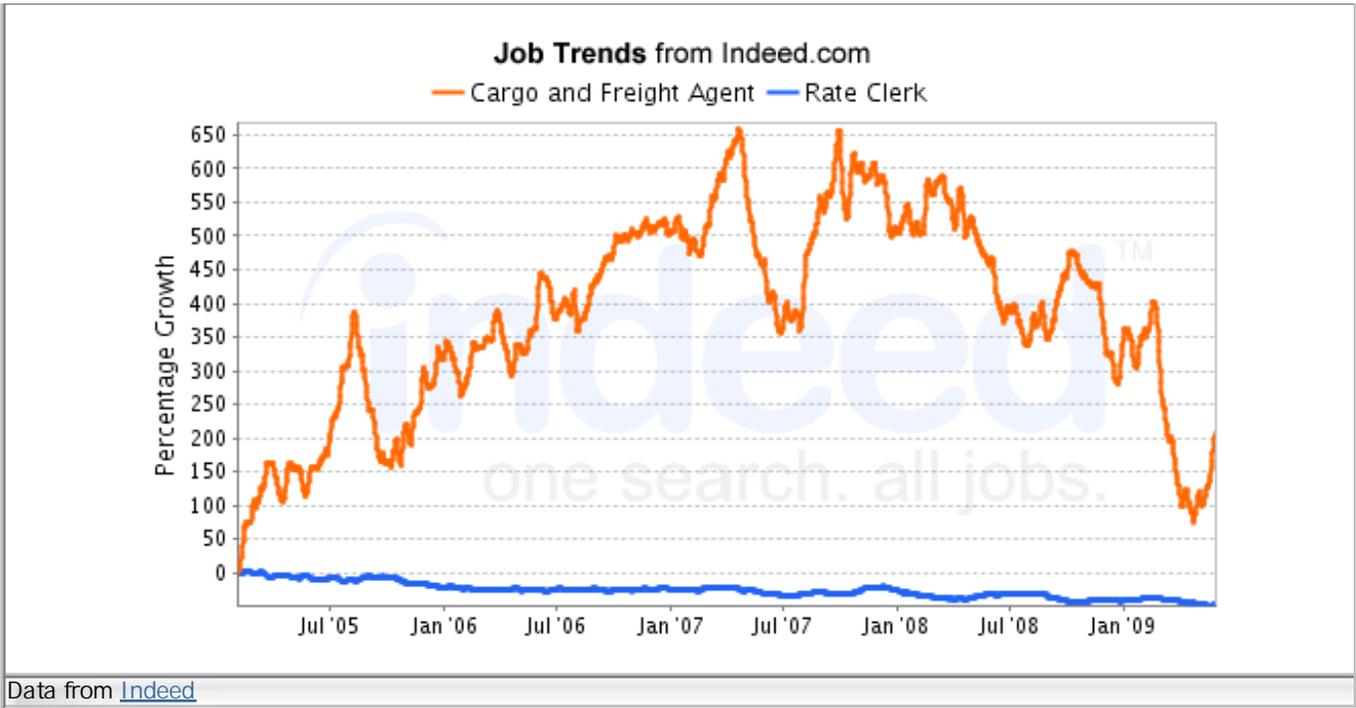
Maine Department of Labor.

Description	Cargo and Freight Agents	Billing, Cost, and Rate Clerks	Difference
Median Wage	\$ 40,360	\$ 27,580	\$(12,780)
10th Percentile Wage	\$ 28,000	\$ 20,390	\$(7,610)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,570	\$ 31,490	\$(16,080)
90th Percentile Wage	\$ 52,070	\$ 36,570	\$(15,500)
Mean Wage	\$ 40,390	\$ 27,790	\$(12,600)
Total Employment - 2414	170	1,990	1,820
Employment Base - 2006	163	2,045	1,882
Projected Employment - 2423	171	2,066	1,895
Projected Job Growth - 2006-2423	4.9 %	1.0 %	-3.9 %
Projected Annual Openings - 2006-2423	5	28	23
Special			

Special Occupations:

National Job Posting Trends

Trend for Cargo and Freight Agents and Billing, Cost, and Rate Clerks



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 Cargo and Freight Agents



O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5011.00	Cargo and Freight Agents	100	2	170	\$40,360.00	\$0.00	5%	5	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$15,730.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	85	3	1,570	\$49,360.00	\$9,000.00	3%	44	★
11-3071.01	Transportation Managers	83	3	710	\$62,270.00	\$21,910.00	5%	25	★
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$9,020.00	9%	29	
43-5051.00	Postal Service Clerks	82	2	580	\$44,780.00	\$4,420.00	-3%	13	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	82	4	770	\$43,900.00	\$3,540.00	8%	23	
13-2052.00	Personal Financial Advisors	81	3	360	\$94,100.00	\$53,740.00	10%	13	
13-1071.01	Employment Interviewers	81	3	610	\$41,200.00	\$840.00	10%	19	
23-2092.00	Law Clerks	80	4	50	\$43,930.00	\$3,570.00	-7%	1	
41-3021.00	Insurance Sales Agents	80	3	1,620	\$43,290.00	\$2,930.00	4%	80	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	80	3	920	\$45,210.00	\$4,850.00	-2%	21	
13-2021.01	Assessors	80	3	390	\$41,840.00	\$1,480.00	8%	20	★
19-3021.00	Market Research Analysts	80	4	200	\$49,960.00	\$9,600.00	3%	2	
11-2022.00	Sales Managers	80	4	1,310	\$72,720.00	\$32,360.00	3%	32	

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 Cargo and Freight Agents

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%
General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%
Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
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Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%



TORQ Analysis of Cargo and Freight Agents to New Accounts Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Cargo and Freight Agents	43-5011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	New Accounts Clerks	43-4141.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS					
Grand TORQ:					87
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	97	Level	90	Level	74

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	53	7	62	Writing	75	19	73	Personnel and Human Resources	31	10	74
Speech Recognition	48	6	72	Social Perceptiveness	61	14	75				
Oral Expression	57	2	81	Service Orientation	60	9	75				
Written Comprehension	53	2	59	Monitoring	58	8	69				
				Active Learning	62	6	69				

LEVEL and IMPT (IMPORTANCE) refer to the Target New Accounts Clerks. GAP refers to level difference between Cargo and Freight Agents and New Accounts Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Cargo and Freight Agents	New Accounts Clerks	Importance
Oral Comprehension	57	53	84
Oral Expression	55	57	81
Speech Clarity	44	42	75
Speech Recognition	42	48	72
Problem Sensitivity	46	44	62
Near Vision	46	53	62
Written Comprehension	51	53	59
Information Ordering	48	44	59
Selective Attention	44	34	59



Written Expression	50	41	50
Deductive Reasoning	48	42	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Cargo and Freight Agents	New Accounts Clerks	Importance
Social Perceptiveness	47	61	75
Service Orientation	51	60	75
Writing	56	75	73
Active Learning	56	62	69
Monitoring	50	58	69
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Cargo and Freight Agents	New Accounts Clerks	Importance
Personnel and Human Resources	21	31	74

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Cargo and Freight Agents	New Accounts Clerks	Description	Cargo and Freight Agents	New Accounts Clerks
10+ years	0%	4%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	41%	4%	Master's Degree	0%	0%
2-4 years	3%	17%	Post-Bachelor Cert	0%	0%
1-2 years	2%	36%	Bachelors	36%	0%
6-12 months	6%	13%	AA or Equiv	2%	2%
3-6 months	28%	3%	Some College	3%	25%
1-3 months	0%	3%	Post-Secondary Certificate	0%	0%
0-1 month	0%	0%	High School Diploma or GED	23%	72%
None	16%	17%	No HSD or GED	34%	0%
Cargo and Freight Agents			New Accounts Clerks		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Work experience in a related occupation		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.		
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.			These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.		



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

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Tasks

Cargo and Freight Agents	New Accounts Clerks
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. • Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
Specific Tasks	Specific Tasks
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Advise clients on transportation and payment methods. • Arrange insurance coverage for goods. • Assemble containers and crates used to transport items such as machines or vehicles. • Attach address labels, identification codes, and shipping instructions to containers. • Check import/export documentation to determine cargo contents, and classify goods into different fee or tariff groups, using a tariff coding system. • Contact vendors and/or claims adjustment departments in order to resolve problems with shipments, or contact service depots to arrange for repairs. • Coordinate and supervise activities of workers engaged in packing and shipping merchandise. • Determine method of shipment, and prepare bills of lading, invoices, and other shipping documents. • Direct delivery trucks to shipping doors or designated marshalling areas, and help load and unload goods safely. • Direct or participate in cargo loading in order to ensure completeness of load and even distribution of weight. • Enter shipping information into a computer by hand or by using a hand-held scanner that reads bar codes on goods 	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Answer customers' questions, and explain available services such as deposit accounts, bonds, and securities. • Collect and record customer deposits and fees, and issue receipts using computers. • Compile information about new accounts, enter account information into computers, and file related forms or other documents. • Duplicate records for distribution to branch offices. • Execute wire transfers of funds. • Inform customers of procedures for applying for services such as ATM cards, direct deposit of checks, and certificates of deposit. • Interview customers to obtain information needed for opening accounts or renting safe-deposit boxes. • Investigate and correct errors upon customers' request, according to customer and bank records. • Issue initial and replacement safe-deposit keys to customers, and admit customers to vaults.



- Estimate freight or postal rates, and record shipment costs and weights.
- Inspect and count items received and check them against invoices or other documents, recording shortages and rejecting damaged goods.
- Install straps, braces, and padding to loads in order to prevent shifting or damage during shipment.
- Keep records of all goods shipped, received, and stored.
- Maintain a supply of packing materials.
- Negotiate and arrange transport of goods with shipping or freight companies.
- Notify consignees, passengers, or customers of the arrival of freight or baggage, and arrange for delivery.
- Obtain flight numbers, airplane numbers, and names of crew members from dispatchers, and record data on airplane flight papers.
- Open cargo containers and unwrap contents, using steel cutters, crowbars, or other hand tools.
- Pack goods for shipping, using tools such as staplers, strapping machines, and hammers.
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Detailed Tasks

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- observe loading of freight to ensure crew compliance with procedures
- obtain flight information from dispatcher
- prepare reports
- provide customer service
- read maps
- route freight shipments
- sell products or services
- use computers to enter, access or retrieve

- Obtain credit records from reporting agencies.
- Perform foreign currency transactions and sell traveler's checks.
- Perform teller duties as required.
- Refer customers to appropriate bank personnel to meet their financial needs.
- Schedule repairs for locks on safe-deposit boxes.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- collect deposit or payment
- collect fees
- detect discrepancies on records or reports
- explain credit application information
- explain rules, policies or regulations
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- interview customers
- maintain records, reports, or files
- obtain information from individuals
- provide clerical assistance to customers or patients
- provide customer service
- receive or disburse cash related to payments received
- request reports or records
- resolve customer or public complaints
- use computers to enter, access or retrieve data
- use interviewing procedures

Tools - Examples

- 10-key calculators
- Teller machines
- Personal computers



data

- verify ticket or pass

Labor Market Comparison

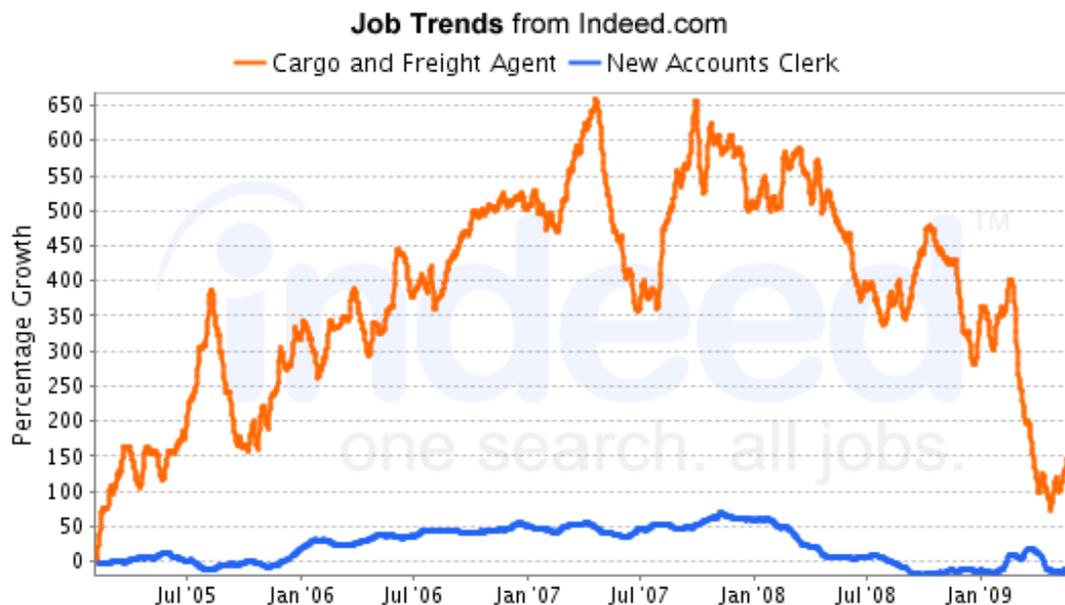
Maine Department of Labor.

Description	Cargo and Freight Agents	New Accounts Clerks	Difference
Median Wage	\$ 40,360	\$ 28,080	\$(12,280)
10th Percentile Wage	\$ 28,000	\$ 22,830	\$(5,170)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,570	\$ 31,200	\$(16,370)
90th Percentile Wage	\$ 52,070	\$ 37,270	\$(14,800)
Mean Wage	\$ 40,390	\$ 28,750	\$(11,640)
Total Employment - 2414	170	210	40
Employment Base - 2006	163	204	41
Projected Employment - 2423	171	176	5
Projected Job Growth - 2006-2423	4.9 %	-13.7 %	-18.6 %
Projected Annual Openings - 2006-2423	5	6	1
Special			

Special Occupations:

National Job Posting Trends

Trend for Cargo and Freight Agents and New Accounts Clerks



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

**Programs**

Related Programs

Banking and Financial Support Services

Banking and Financial Support Services. A program that prepares individuals to perform a wide variety of customer services in banks, insurance agencies, savings and loan companies, and related enterprises. Includes instruction in communications and public relations skills, business equipment operation, and technical skills applicable to the methods and operations of specific financial or insurance services.

Institution	Address	City	URL
Eastern Maine Community College	354 Hogan Rd	Bangor	www.emcc.edu
Saint Josephs College	278 Whites Bridge Rd	Standish	www.sjcme.edu

Maine Statewide Promotion Opportunities for Cargo and Freight Agents

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5011.00	Cargo and Freight Agents	100	2	170	\$40,360.00	\$0.00	5%	5	
13-2053.00	Insurance Underwriters	86	3	460	\$56,090.00	\$15,730.00	-1%	12	
13-1031.01	Claims Examiners, Property and Casualty Insurance	85	3	1,570	\$49,360.00	\$9,000.00	3%	44	★
11-3071.01	Transportation Managers	83	3	710	\$62,270.00	\$21,910.00	5%	25	★
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$9,020.00	9%	29	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	82	4	770	\$43,900.00	\$3,540.00	8%	23	
43-5051.00	Postal Service Clerks	82	2	580	\$44,780.00	\$4,420.00	-3%	13	
13-2052.00	Personal Financial Advisors	81	3	360	\$94,100.00	\$53,740.00	10%	13	
13-1071.01	Employment Interviewers	81	3	610	\$41,200.00	\$840.00	10%	19	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	80	3	920	\$45,210.00	\$4,850.00	-2%	21	



13-2021.01	Assessors	80	3	390	\$41,840.00	\$1,480.00	8%	20	
19-3021.00	Market Research Analysts	80	4	200	\$49,960.00	\$9,600.00	3%	2	
11-2022.00	Sales Managers	80	4	1,310	\$72,720.00	\$32,360.00	3%	32	
23-2092.00	Law Clerks	80	4	50	\$43,930.00	\$3,570.00	-7%	1	
41-3021.00	Insurance Sales Agents	80	3	1,620	\$43,290.00	\$2,930.00	4%	80	

Special Occupations:

Top Industries for New Accounts Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Depository credit intermediation	522100	90.15%	73,398	59,866	-18.44%
Securities and commodity contracts, brokerages, and exchanges	5231-2	3.05%	2,484	2,965	19.38%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	1.73%	1,408	1,351	-4.06%
Management of companies and enterprises	551100	1.40%	1,143	1,054	-7.78%
Activities related to credit intermediation	522300	0.96%	780	808	3.59%
Accounting, tax preparation, bookkeeping, and payroll services	541200	0.28%	227	215	-5.12%
Other financial investment activities	523900	0.24%	192	217	12.74%
Direct insurance (except life, health, and medical) carriers	524120	0.19%	151	127	-16.38%
Employment services	561300	0.11%	90	92	1.25%

Top Industries for Cargo and Freight Agents

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Freight transportation arrangement	488500	33.71%	28,987	36,033	24.31%
Scheduled air transportation	481100	22.04%	18,952	20,521	8.28%
Couriers	492100	8.85%	7,611	8,021	5.38%
Support activities for air transportation	488100	5.67%	4,877	5,778	18.46%
General freight trucking	484100	5.28%	4,536	5,032	10.92%
Warehousing and storage	493100	3.80%	3,266	4,278	30.98%
Rail transportation	482100	3.69%	3,175	2,680	-15.60%
Management, scientific, and technical consulting services	541600	2.52%	2,168	3,796	75.07%

Specialized freight trucking	484200	1.40%	1,204	1,330	10.46%
Self-employed workers, primary job	000601	1.08%	926	968	4.48%
Management of companies and enterprises	551100	0.93%	798	902	13.05%
Nonscheduled air transportation	481200	0.72%	615	683	11.03%
Deep sea, coastal, and great lakes water transportation	483100	0.58%	495	596	20.51%
Federal government, excluding postal service	919999	0.53%	458	424	-7.29%
Grocery and related product wholesalers	424400	0.26%	219	235	7.24%

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)