



# TORQ Analysis of Production, Planning, and Expediting Clerks to Insurance Policy Processing Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	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:					93
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	96	Level	92	Level	90

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	62	12	68	Critical Thinking	70	13	77	Clerical	82	16	84
Information Ordering	50	6	72					Telecommunications	30	10	74
Written Comprehension	55	4	81								
Deductive Reasoning	53	5	59								
Oral Expression	57	4	65								
Speech Recognition	48	4	65								
Inductive Reasoning	48	4	56								
Problem Sensitivity	48	2	68								
Finger Dexterity	30	2	50								
Category Flexibility	42	1	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Production, Planning, and Expediting Clerks and Insurance Policy Processing Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Importance
Written Comprehension	51	55	81



Information Ordering	44	50	72
Written Expression	50	50	68
Problem Sensitivity	46	48	68
Near Vision	50	62	68
Speech Clarity	44	42	68
Oral Comprehension	55	50	65
Oral Expression	53	57	65
Speech Recognition	44	48	65
Deductive Reasoning	48	53	59
Inductive Reasoning	44	48	56
Selective Attention	37	37	56
Category Flexibility	41	42	50
Finger Dexterity	28	30	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Importance
Critical Thinking	57	70	77

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Importance
Clerical	66	82	84
Telecommunications	20	30	74

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks
10+ years	5%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	4%	0%	Post-Masters Cert	0%	0%
4-6 years	21%	5%	Master's Degree	4%	0%
2-4 years	19%	7%	Post-Bachelor Cert	0%	0%
1-2 years	9%	46%	Bachelors	12%	0%
6-12 months	34%	16%	AA or Equiv	20%	15%
3-6 months	1%	9%	Some College	10%	12%
1-3 months	1%	3%	Post-Secondary Certificate	7%	11%
0-1 month	0%	0%	High School Diploma or GED	44%	61%
None	2%	10%	No HSD or GED	0%	0%

Production, Planning, and Expediting Clerks

Insurance Policy Processing Clerks

Most Common Educational/Training Requirement:



Short-term on-the-job training	Moderate-term on-the-job training
<b>Job Zone Comparison</b>	
<b>2 - Job Zone Two: Some Preparation Needed</b>	<b>2 - Job Zone Two: Some Preparation Needed</b>
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

Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks
Core Tasks	Core Tasks
Generalized Work Activities:	Generalized Work Activities:
<ul style="list-style-type: none"> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> <li>• Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.</li> <li>• Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.</li> </ul>
Specific Tasks	Specific Tasks
Occupation Specific Tasks:	Occupation Specific Tasks:
<ul style="list-style-type: none"> <li>• Arrange for delivery, assembly, and distribution of supplies and parts in order to expedite flow of materials and meet production schedules.</li> <li>• Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using pricing schedules, adding machines, calculators, or computers.</li> <li>• Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.</li> <li>• Compile information, such as production rates and progress, materials inventories, materials used, and customer information, so that status reports can be completed.</li> </ul>	<ul style="list-style-type: none"> <li>• Apply insurance rating systems.</li> <li>• Calculate amount of claim.</li> <li>• Contact insured or other involved persons to obtain missing information.</li> <li>• Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.</li> <li>• Pay small claims.</li> <li>• Post or attach information to claim file.</li> <li>• Prepare and review insurance-claim forms and related documents for completeness.</li> <li>• Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.</li> </ul>



- Confer with department supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to resolve complaints or eliminate delays.
- Contact suppliers to verify shipment details.
- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other interruptions, collaborating with management, marketing, sales, production, and engineering.

Detailed Tasks

Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify conformance to specifications

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

Detailed Tasks

Detailed Work Activities:

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

Technology - Examples

Accounting software

- Account management software

Data base user interface and query software

- Data entry software

- Database software

- Microsoft Access

- Policy issuance system software

Document management software

- InSystems Calligo Enterprise

Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook

- Novell GroupWise



- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- monitor materials or supplies
- operate business machines
- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Technology - Examples

Accounting software

- Peachtree Premium Accounting for Manufacturing

Analytical or scientific software

- KAPES software
- Micro Estimating FabPlan
- MFI Systems Costimator JS

Calendar and scheduling software

- Workbrain Employee Scheduling

Data base reporting software

- InetSoft software
- Tuppas software

Enterprise resource planning ERP software

- Epicor Vantage
- Exact Software Macola ES
- Geac MPC Production
- Maynard PlanStaff Manager (enterprise resource planning ERP feature)
- MicroStrategy Report Services
- PRONTO XI
- SAP software
- SYSPRO software

Financial analysis software

- Cost estimation software

Human resources software

Financial analysis software

- Insurance rating software

Internet browser software

- Microsoft Internet Explorer
- Web browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel
- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

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



- Maynard PlanStaff Manager (human resources feature)

- Questek Humanis

#### Industrial control software

- Honeywell Wintress PACNet

#### Inventory management software

- Accvision ABMS

- iCode Everest

- RyTech Inventory Control Software

#### Materials requirements planning logistics and supply chain software

- ABB Production Planning software

- ADi SmartBOL

- Applied Software Technologies Asset Maintenance and Materials Management System

- Asprova software

- Bills of lading software

- Concept 3000 software

- Creo Synapse Upfront

- DM2 Bills of Lading Software

- eLading Bill of Lading Software

- Enterprise Logix software

- ERP INDUSTRIOS Material Planning

- Factory Edge MRP

- Giraffe Production Systems software

- Ingenious ProPlan

- Ingenious ProSched

- InteProc Material Requirements Planning

- Interwave Technology RS Bizware Scheduler

- Lamar Info Net

- LSA Visual DBR

- LSA Visual Easy Lean

- Made2Manage Supply Chain Management

- Niku Clarity

- Oracle Flow Manufacturing



• Oracle Manufacturing Scheduling
• Pelion manufacturing process optimization MPO software
• Pivotal Z Prestige Scheduler
• PMC KanbanSIM
• Preactor APS
• Preactor Finite Capacity Scheduling
• Production scheduling and planning software
• RSS Solutions NaView
• Sage MAS 90
• Sage Timberline Office software
• Stratford Group INMASS/MRP
• Waterloo Hydrogeologic TACTIC
Procurement software
• Aestiva Purchase Order
Spreadsheet software
• Microsoft Excel
Time accounting software
• Work Technology WorkTech Time
• Workbrain Time and Attendance
Word processing software
• Microsoft Word
<b>Tools - Examples</b>
• Desktop computers
• Notebook computers
• Personal computers
• Scanners

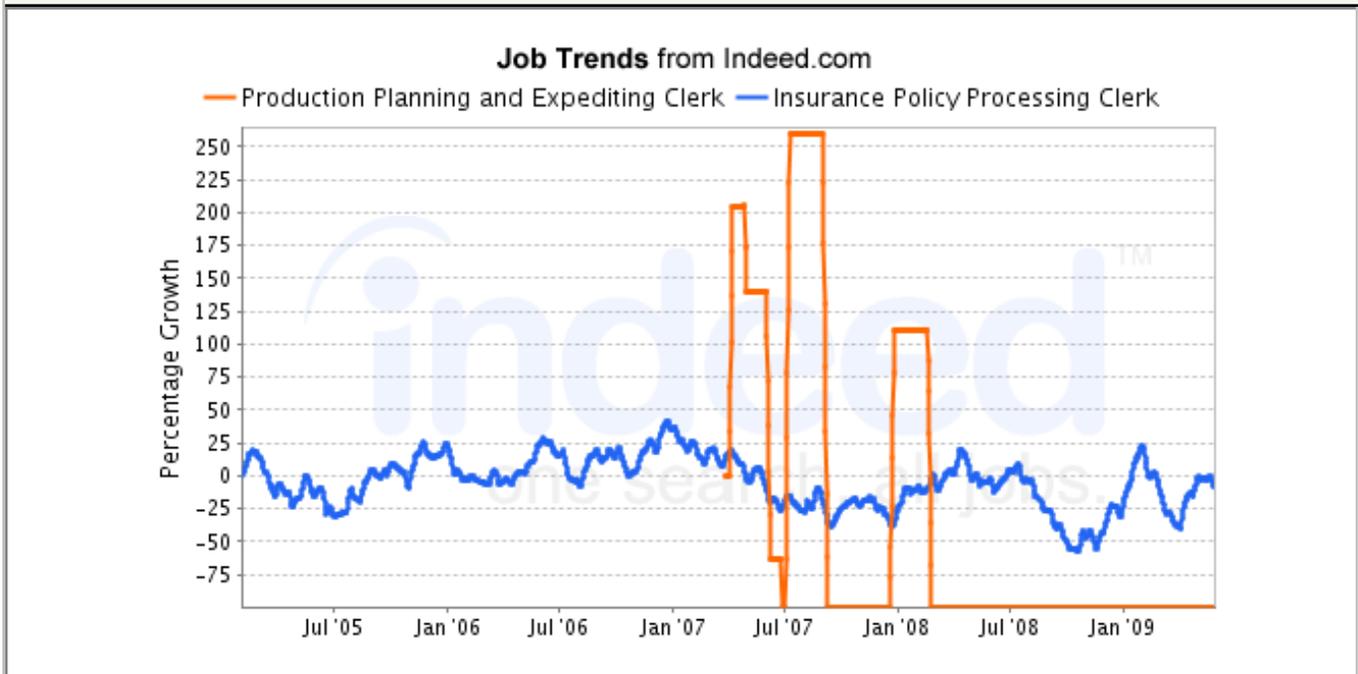
Labor Market Comparison			
Maine Department of Labor.			
Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 38,490	\$ 31,380	\$( 7,110)
10th Percentile Wage	\$ 27,320	\$ 24,090	\$( 3,230)
25th Percentile Wage	N/A	N/A	N/A



75th Percentile Wage	\$ 47,000	\$ 36,980	\$( 10,020)
90th Percentile Wage	\$ 57,580	\$ 42,620	\$( 14,960)
Mean Wage	\$ 40,730	\$ 32,190	\$( 8,540)
Total Employment - 2422	1,320	1,810	490
Employment Base - 2006	1,287	1,849	562
Projected Employment - 2431	1,279	1,699	420
Projected Job Growth - 2006-2431	-0.6 %	-8.1 %	-7.5 %
Projected Annual Openings - 2006-2431	35	22	-13
Special			
Special Occupations:			

### National Job Posting Trends

Trend for Production, Planning, and Expediting Clerks and Insurance Policy Processing 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	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Maine Statewide Promotion Opportunities for Production, Planning, and Expediting Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5061.00	Production, Planning, and Expediting Clerks	100	2	1,320	\$38,490.00	\$0.00	-1%	35	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$630.00	-13%	8	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	90	3	920	\$45,210.00	\$6,720.00	-2%	21	
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$17,600.00	-1%	12	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$340.00	6%	76	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	87	4	770	\$43,900.00	\$5,410.00	8%	23	
11-9131.00	Postmasters and Mail Superintendents	87	3	420	\$55,200.00	\$16,710.00	-5%	10	
43-5011.00	Cargo and Freight Agents	87	2	170	\$40,360.00	\$1,870.00	5%	5	
13-1051.00	Cost Estimators	87	4	750	\$44,990.00	\$6,500.00	14%	25	★
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$29,180.00	7%	58	
11-9141.00	Property, Real Estate, and Community Association Managers	86	3	390	\$43,920.00	\$5,430.00	14%	19	
13-2041.00	Credit Analysts	86	4	230	\$38,740.00	\$250.00	-9%	9	



13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44	★
19-3021.00	Market Research Analysts	86	4	200	\$49,960.00	\$11,470.00	3%	2	
23-2011.00	Paralegals and Legal Assistants	86	3	1,010	\$40,260.00	\$1,770.00	15%	30	★

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 Production, Planning, and Expediting Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
Aerospace product and parts manufacturing	336400	2.55%	7,452	7,590	1.84%



Warehousing and storage	493100	2.49%	7,296	9,745	33.57%
Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%
Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%
General medical and surgical hospitals, public and private	622100	2.02%	5,909	6,541	10.71%
Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
Federal government, excluding postal service	919999	1.73%	5,061	4,784	-5.47%
Plastics product manufacturing	326100	1.67%	4,880	5,172	6.00%
Management, scientific, and technical consulting services	541600	1.63%	4,761	8,500	78.52%
Employment services	561300	1.27%	3,724	4,713	26.56%



# TORQ Analysis of Production, Planning, and Expediting Clerks to Payroll and Timekeeping Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Payroll and Timekeeping Clerks	43-3051.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					91						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level		93	Level		93						
			Level		88						
Gaps To Narrow if Possible			Upgrade These Skills			Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Mathematical Reasoning	48	16	68	Mathematics	77	18	74	Clerical	79	13	80
Near Vision	57	7	65	Time Management	63	10	83				
Oral Expression	57	4	68								
Written Comprehension	55	4	62								
Information Ordering	46	2	75								
Deductive Reasoning	50	2	65								
LEVEL and IMPT (IMPORTANCE) refer to the Target Payroll and Timekeeping Clerks. GAP refers to level difference between Production, Planning, and Expediting Clerks and Payroll and Timekeeping Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Production, Planning, and Expediting Clerks	Payroll and Timekeeping Clerks	Importance
Information Ordering	44	46	75
Oral Comprehension	55	53	68
Oral Expression	53	57	68
Problem Sensitivity	46	41	68
Mathematical Reasoning	32	48	68
Deductive Reasoning	48	50	65
Near Vision	50	57	65



Written Comprehension	51	55	62
Speech Recognition	44	39	62
Speech Clarity	44	39	62
Written Expression	50	44	56
Inductive Reasoning	44	44	53
Selective Attention	37	37	53
Category Flexibility	41	41	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Payroll and Timekeeping Clerks	Importance
Time Management	53	63	83
Mathematics	59	77	74

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Payroll and Timekeeping Clerks	Importance
Clerical	66	79	80

**Experience & Education Comparison**

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Payroll and Timekeeping Clerks	Description	Production, Planning, and Expediting Clerks	Payroll and Timekeeping Clerks
10+ years	5%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	4%	6%	Post-Masters Cert	0%	0%
4-6 years	21%	1%	Master's Degree	4%	0%
2-4 years	19%	32%	Post-Bachelor Cert	0%	0%
1-2 years	9%	25%	Bachelors	12%	8%
6-12 months	34%	17%	AA or Equiv	20%	3%
3-6 months	1%	5%	Some College	10%	28%
1-3 months	1%	1%	Post-Secondary Certificate	7%	16%
0-1 month	0%	0%	High School Diploma or GED	44%	41%
None	2%	10%	No HSD or GED	0%	0%

Production, Planning, and Expediting Clerks

Payroll and Timekeeping Clerks

Most Common Educational/Training Requirement:

Short-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.

**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.



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.

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

### Production, Planning, and Expediting Clerks

### Payroll and Timekeeping Clerks

#### Core Tasks

#### Core Tasks

##### Generalized Work Activities:

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

#### Specific Tasks

#### Specific Tasks

##### Occupation Specific Tasks:

##### Occupation Specific Tasks:

- Arrange for delivery, assembly, and distribution of supplies and parts in order to expedite flow of materials and meet production schedules.
- Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using pricing schedules, adding machines, calculators, or computers.
- Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.
- Compile information, such as production rates and progress, materials inventories, materials used, and customer information, so that status reports can be completed.
- Confer with department supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to resolve complaints or eliminate delays.
- Contact suppliers to verify shipment details.

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



- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other interruptions, collaborating with management, marketing, sales, production, and engineering.

#### Detailed Tasks

##### Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify conformance to specifications
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- monitor materials or supplies
- operate business machines

- Post relevant work hours to client files to bill clients properly.
- Prepare and balance period-end reports, and reconcile issued payrolls to bank statements.
- Process and issue employee paychecks and statements of earnings and deductions.
- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

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

#### Technology - Examples

##### Accounting software

- Intuit Quicken software

##### Compliance software

- BSI ComplianceFactory

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

- Data entry software

- Microsoft Access

##### Electronic mail software

- Email software

- Microsoft Outlook

- Novell GroupWise



- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Peachtree Premium Accounting for Manufacturing

##### Analytical or scientific software

- KAPES software
- Micro Estimating FabPlan
- MFI Systems Costimator JS

##### Calendar and scheduling software

- Workbrain Employee Scheduling

##### Data base reporting software

- InetSoft software
- Tuppas software

##### Enterprise resource planning ERP software

- Epicor Vantage
- Exact Software Macola ES
- Geac MPC Production
- Maynard PlanStaff Manager (enterprise resource planning ERP feature)
- MicroStrategy Report Services
- PRONTO XI
- SAP software
- SYSPRO software

##### Financial analysis software

- Cost estimation software

##### Human resources software

- Maynard PlanStaff Manager (human resources feature)
- Questek Humanis

##### Industrial control software

- Honeywell Wintress PACNet

##### Inventory management software

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##### Human resources software

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

##### Internet browser software

- Netscape Navigator
- Web browser software

##### Office suite software

- Microsoft Office

##### Presentation software

- Microsoft PowerPoint

##### Spreadsheet software

- Microsoft Excel
- Spreadsheet software

##### Time accounting software

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



PRODUCTION / ADMIN

- iCode Everest
- RyTech Inventory Control Software
- Materials requirements planning logistics and supply chain software
  - ABB Production Planning software
  - ADi SmartBOL
  - Applied Software Technologies Asset Maintenance and Materials Management System
  - Asprova software
  - Bills of lading software
  - Concept 3000 software
  - Creo Synapse Upfront
  - DM2 Bills of Lading Software
  - eLading Bill of Lading Software
  - Enterprise Logix software
  - ERP INDUSTRIOS Material Planning
  - Factory Edge MRP
  - Giraffe Production Systems software
  - Ingenious ProPlan
  - Ingenious ProSched
  - InteProc Material Requirements Planning
  - Interwave Technology RS Bizware Scheduler
  - Lamar Info Net
  - LSA Visual DBR
  - LSA Visual Easy Lean
  - Made2Manage Supply Chain Management
  - Niku Clarity
  - Oracle Flow Manufacturing
  - Oracle Manufacturing Scheduling
  - Pelion manufacturing process optimization MPO software
  - Pivotal Z Prestige Scheduler
  - PMC KanbanSIM
  - Preactor APS

- TimePlus Payroll
- Ultimate Software UltiPro Workforce Management
- Unitime Systems Software
- Virtual Software Virtual Timecard
- WorkForce Software EmpCenter Time and Attendance
- Word processing software
  - Microsoft Word
  - Word processing software

Tools - Examples

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



- Preactor Finite Capacity Scheduling
- Production scheduling and planning software
- RSS Solutions NaView
- Sage MAS 90
- Sage Timberline Office software
- Stratford Group INMASS/MRP
- Waterloo Hydrogeologic TACTIC

## Procurement software

- Aestiva Purchase Order

## Spreadsheet software

- Microsoft Excel

## Time accounting software

- Work Technology WorkTech Time
- Workbrain Time and Attendance

## Word processing software

- Microsoft Word

## Tools - Examples

- Desktop computers
- Notebook computers
- Personal computers
- Scanners

## Labor Market Comparison

Maine Department of Labor.

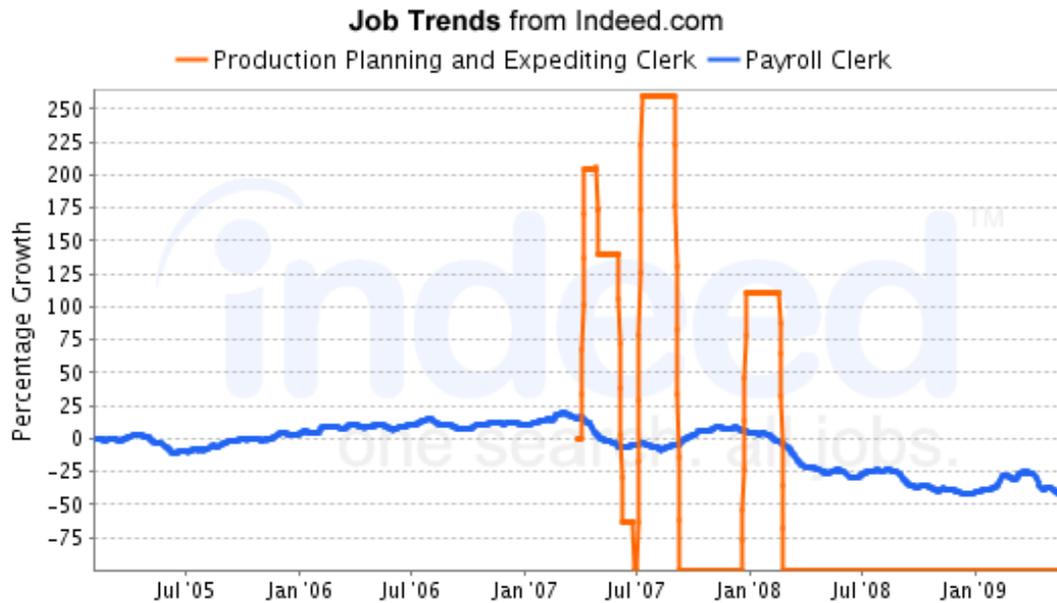
Description	Production, Planning, and Expediting Clerks	Payroll and Timekeeping Clerks	Difference
Median Wage	\$ 38,490	\$ 30,470	\$( 8,020)
10th Percentile Wage	\$ 27,320	\$ 22,470	\$( 4,850)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,000	\$ 35,970	\$( 11,030)
90th Percentile Wage	\$ 57,580	\$ 40,700	\$( 16,880)
Mean Wage	\$ 40,730	\$ 31,260	\$( 9,470)
Total Employment - 2422	1,320	650	-670
Employment Base - 2006	1,287	672	-615
Projected Employment - 2431	1,279	649	-630



Projected Job Growth - 2006-2431	-0.6 %	-3.4 %	-2.8 %
Projected Annual Openings - 2006-2431	35	17	-18
Special			
Special Occupations:			

## National Job Posting Trends

Trend for Production, Planning, and Expediting Clerks and Payroll and Timekeeping Clerks



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

## Programs

### Related Programs

#### Accounting Technician

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

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



### Maine Statewide Promotion Opportunities for Production, Planning, and Expediting Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5061.00	Production, Planning, and Expediting Clerks	100	2	1,320	\$38,490.00	\$0.00	-1%	35	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$630.00	-13%	8	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	90	3	920	\$45,210.00	\$6,720.00	-2%	21	
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$17,600.00	-1%	12	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$340.00	6%	76	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	87	4	770	\$43,900.00	\$5,410.00	8%	23	
11-9131.00	Postmasters and Mail Superintendents	87	3	420	\$55,200.00	\$16,710.00	-5%	10	
43-5011.00	Cargo and Freight Agents	87	2	170	\$40,360.00	\$1,870.00	5%	5	
13-1051.00	Cost Estimators	87	4	750	\$44,990.00	\$6,500.00	14%	25	★
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$29,180.00	7%	58	
11-9141.00	Property, Real Estate, and Community Association Managers	86	3	390	\$43,920.00	\$5,430.00	14%	19	
13-2041.00	Credit Analysts	86	4	230	\$38,740.00	\$250.00	-9%	9	
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44	★
19-3021.00	Market Research Analysts	86	4	200	\$49,960.00	\$11,470.00	3%	2	



23-2011.00	Paralegals and Legal Assistants	86	3	1,010	\$40,260.00	\$1,770.00	15%	30	
Special Occupations:									

### Top Industries for Payroll and Timekeeping Clerks

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

### Top Industries for Production, Planning, and Expediting Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
Aerospace product and parts manufacturing	336400	2.55%	7,452	7,590	1.84%
Warehousing and storage	493100	2.49%	7,296	9,745	33.57%
Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%
Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%



General medical and surgical hospitals, public and private	622100	2.02%	5,909	6,541	10.71%
Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
Federal government, excluding postal service	919999	1.73%	5,061	4,784	-5.47%
Plastics product manufacturing	326100	1.67%	4,880	5,172	6.00%
Management, scientific, and technical consulting services	541600	1.63%	4,761	8,500	78.52%
Employment services	561300	1.27%	3,724	4,713	26.56%



# TORQ Analysis of Production, Planning, and Expediting Clerks to Purchasing Agents, Except Wholesale, Retail, and Farm Products

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Purchasing Agents, Except Wholesale, Retail, and Farm Products	13-1023.00	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			93	Level			91	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
Deductive Reasoning	69	21	72	Critical Thinking	64	5	71	No Knowledge Upgrades Required!			
Oral Expression	66	13	84	Speaking	66	4	76				
Inductive Reasoning	57	13	78								
Oral Comprehension	64	9	81								
Written Comprehension	60	9	72								
Written Expression	60	10	62								
Near Vision	60	10	62								
Speech Recognition	50	6	68								
Problem Sensitivity	51	5	72								
Information Ordering	48	4	59								
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Purchasing Agents, Except Wholesale, Retail, and Farm Products. GAP refers to level difference between Production, Planning, and Expediting Clerks and Purchasing Agents, Except Wholesale, Retail, and Farm Products.</p>											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Production, Planning, and Expediting Clerks	Purchasing Agents, Except Wholesale, Retail, and Farm Products	Importance



Oral Expression	53	66	84
Oral Comprehension	55	64	81
Inductive Reasoning	44	57	78
Written Comprehension	51	60	72
Problem Sensitivity	46	51	72
Deductive Reasoning	48	69	72
Speech Clarity	44	42	72
Speech Recognition	44	50	68
Written Expression	50	60	62
Near Vision	50	60	62
Information Ordering	44	48	59

Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Purchasing Agents, Except Wholesale, Retail, and Farm Products	Importance
Speaking	62	66	76
Critical Thinking	59	64	71

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Purchasing Agents, Except Wholesale, Retail, and Farm Products	Importance
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### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Purchasing Agents, Except Wholesale, Retail, and Farm Products	Description	Production, Planning, and Expediting Clerks	Purchasing Agents, Except Wholesale, Retail, and Farm Products
10+ years	5%	0%	Doctoral	0%	0%
8-10 years	0%	6%	Professional Degree	0%	0%
6-8 years	4%	0%	Post-Masters Cert	0%	0%
4-6 years	21%	29%	Master's Degree	4%	0%
2-4 years	19%	23%	Post-Bachelor Cert	0%	2%
1-2 years	9%	0%	Bachelors	12%	33%
6-12 months	34%	18%	AA or Equiv	20%	2%
3-6 months	1%	22%	Some College	10%	41%
1-3 months	1%	0%	Post-Secondary Certificate	7%	7%
0-1 month	0%	0%	High School Diploma or GED	44%	11%
None	2%	0%	No HSD or GED	0%	0%

Production, Planning, and Expediting Clerks

Purchasing Agents, Except Wholesale, Retail, and Farm Products

Most Common Educational/Training Requirement:



Short-term on-the-job training	Work experience in a related occupation
Job Zone Comparison	
<b>2 - Job Zone Two: Some Preparation Needed</b>	<b>3 - Job Zone Three: Medium Preparation Needed</b>
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.	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.
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.	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	
Production, Planning, and Expediting Clerks	Purchasing Agents, Except Wholesale, Retail, and Farm Products
<b>Core Tasks</b>	<b>Core Tasks</b>
Generalized Work Activities:	Generalized Work Activities:
<ul style="list-style-type: none"> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> <li>• Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.</li> </ul>	<ul style="list-style-type: none"> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.</li> <li>• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> </ul>
<b>Specific Tasks</b>	<b>Specific Tasks</b>
Occupation Specific Tasks:	Occupation Specific Tasks:
<ul style="list-style-type: none"> <li>• Arrange for delivery, assembly, and distribution of supplies and parts in order to expedite flow of materials and meet production schedules.</li> <li>• Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using pricing schedules, adding machines, calculators, or computers.</li> <li>• Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.</li> <li>• Compile information, such as production rates and progress, materials inventories, materials used, and customer information,</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze price proposals, financial reports, and other data and information to determine reasonable prices.</li> <li>• Arrange the payment of duty and freight charges.</li> <li>• Attend meetings, trade shows, conferences, conventions and seminars to network with people in other purchasing departments.</li> <li>• Confer with staff, users, and vendors to discuss defective or unacceptable goods or services and determine corrective action.</li> <li>• Evaluate and monitor contract performance</li> </ul>



so that status reports can be completed.

- Confer with department supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to resolve complaints or eliminate delays.
- Contact suppliers to verify shipment details.
- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other interruptions, collaborating with management, marketing, sales, production, and engineering.

Detailed Tasks

Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify

to ensure compliance with contractual obligations and to determine need for changes.

- Formulate policies and procedures for bid proposals and procurement of goods and services.
- Hire, train and/or supervise purchasing clerks, buyers, and expeditors.
- Interview vendors and visit suppliers' plants and distribution centers to examine and learn about products, services and prices.
- Maintain and review computerized or manual records of items purchased, costs, delivery, product performance, and inventories.
- Monitor and follow applicable laws and regulations.
- Monitor changes affecting supply and demand, tracking market conditions, price trends, or futures markets.
- Monitor shipments to ensure that goods come in on time, and in the event of problems trace shipments and follow up undelivered goods.
- Negotiate, or renegotiate, and administer contracts with suppliers, vendors, and other representatives.
- Prepare purchase orders, solicit bid proposals and review requisitions for goods and services.
- Purchase the highest quality merchandise at the lowest possible price and in correct amounts.
- Research and evaluate suppliers based on price, quality, selection, service, support, availability, reliability, production and distribution capabilities, and the supplier's reputation and history.
- Review catalogs, industry periodicals, directories, trade journals, and Internet sites, and consult with other department personnel to locate necessary goods and services.
- Study sales records and inventory levels of current stock to develop strategic purchasing programs that facilitate employee access to supplies.
- Write and review product specifications, maintaining a working technical knowledge of the goods or services to be purchased.

Detailed Tasks

Detailed Work Activities:

- analyze financial data
- analyze sales activities or trends
- communicate technical information
- compute financial data
- confer with sales or purchasing personnel
- confer with vendors
- determine reasonable prices
- develop purchasing policies or procedures



- conformance to specifications
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- monitor materials or supplies
- operate business machines
- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Technology - Examples

Accounting software

- Peachtree Premium Accounting for Manufacturing

Analytical or scientific software

- KAPES software
- Micro Estimating FabPlan
- MFI Systems Costimator JS

Calendar and scheduling software

- Workbrain Employee Scheduling

Data base reporting software

- InetSoft software
- Tuppas software

Enterprise resource planning ERP software

- Epicor Vantage
- Exact Software Macola ES
- Geac MPC Production
- Maynard PlanStaff Manager (enterprise resource planning ERP feature)
- MicroStrategy Report Services
- PRONTO XI
- SAP software
- SYSPRO software

Financial analysis software

- Cost estimation software

Human resources software

- direct and coordinate activities of workers or staff
- fill out purchase requisitions
- follow contract, property, or insurance laws
- hire, discharge, transfer, or promote workers
- identify supplier with best bid
- inspect merchandise to determine value
- locate sources of supply for purchasing
- maintain records, reports, or files
- make presentations
- manage contracts
- mediate or arbitrate disputes
- monitor consumer or marketing trends
- monitor contract performance
- negotiate business contracts
- obtain information from individuals
- order or purchase supplies, materials, or equipment
- process account invoices
- use appraisal techniques in purchasing
- use computers to enter, access or retrieve data
- use interpersonal communication techniques
- use spreadsheet software
- use word processing or desktop publishing software
- write business correspondence
- write business project or bid proposals

Technology - Examples



- Maynard PlanStaff Manager (human resources feature)

- Questek Humanis

#### Industrial control software

- Honeywell Wintress PACNet

#### Inventory management software

- Accvision ABMS

- iCode Everest

- RyTech Inventory Control Software

#### Materials requirements planning logistics and supply chain software

- ABB Production Planning software

- ADi SmartBOL

- Applied Software Technologies Asset Maintenance and Materials Management System

- Asprova software

- Bills of lading software

- Concept 3000 software

- Creo Synapse Upfront

- DM2 Bills of Lading Software

- eLading Bill of Lading Software

- Enterprise Logix software

- ERP INDUSTRIOS Material Planning

- Factory Edge MRP

- Giraffe Production Systems software

- Ingenious ProPlan

- Ingenious ProSched

- InteProc Material Requirements Planning

- Interwave Technology RS Bizware Scheduler

- Lamar Info Net

- LSA Visual DBR

- LSA Visual Easy Lean

- Made2Manage Supply Chain Management

- Niku Clarity

- Oracle Flow Manufacturing



- Oracle Manufacturing Scheduling
- Pelion manufacturing process optimization MPO software
- Pivotal Z Prestige Scheduler
- PMC KanbanSIM
- Preactor APS
- Preactor Finite Capacity Scheduling
- Production scheduling and planning software
- RSS Solutions NaView
- Sage MAS 90
- Sage Timberline Office software
- Stratford Group INMASS/MRP
- Waterloo Hydrogeologic TACTIC

## Procurement software

- Aestiva Purchase Order

## Spreadsheet software

- Microsoft Excel

## Time accounting software

- Work Technology WorkTech Time
- Workbrain Time and Attendance

## Word processing software

- Microsoft Word

## Tools - Examples

- Desktop computers
- Notebook computers
- Personal computers
- Scanners

## Labor Market Comparison

Maine Department of Labor.

Description	Production, Planning, and Expediting Clerks	Purchasing Agents, Except Wholesale, Retail, and Farm Products	Difference
Median Wage	\$ 38,490	\$ 45,210	\$ 6,720
10th Percentile Wage	\$ 27,320	\$ 31,440	\$ 4,120
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,000	\$ 57,570	\$ 10,570



90th Percentile Wage	\$ 57,580	\$ 72,070	\$ 14,490
Mean Wage	\$ 40,730	\$ 48,120	\$ 7,390
Total Employment - 2422	1,320	920	-400
Employment Base - 2006	1,287	995	-292
Projected Employment - 2431	1,279	974	-305
Projected Job Growth - 2006-2431	-0.6 %	-2.1 %	-1.5 %
Projected Annual Openings - 2006-2431	35	21	-14
Special			
Special Occupations:			

### National Job Posting Trends

Trend for Production, Planning, and Expediting Clerks and Purchasing Agents, Except Wholesale, Retail, and Farm Products



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

### Programs

#### Related Programs

Purchasing, Procurement and Contracts Management

Purchasing, Procurement/Acquisitions and Contracts Management. A program that prepares individuals to manage and/or administer the processes by which a firm or organization contracts for goods and services to support its operations, as well as contracts it to sell to other firms or organizations. Includes instruction in contract law, negotiations, buying procedures, government contracting, cost and price analysis, vendor relations, contract administration, auditing and inspection, relations with other firm departments, and applications to special areas such as high-technology systems, international purchasing, and construction.

No information on schools for the program



## Sales, Distribution, and Marketing Operations, General

Sales, Distribution, and Marketing Operations, General. A program that focuses on the general process and techniques of direct wholesale and retail buying and selling operations and introduces individuals to related careers. Includes instruction in the principles of entrepreneurial economics, basic sales skills, the distribution channels for goods and services, and supervised practical application experiences.

No information on schools for the program

### Maine Statewide Promotion Opportunities for Production, Planning, and Expediting Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5061.00	Production, Planning, and Expediting Clerks	100	2	1,320	\$38,490.00	\$0.00	-1%	35	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$630.00	-13%	8	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	90	3	920	\$45,210.00	\$6,720.00	-2%	21	
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$17,600.00	-1%	12	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$340.00	6%	76	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	87	4	770	\$43,900.00	\$5,410.00	8%	23	
43-5011.00	Cargo and Freight Agents	87	2	170	\$40,360.00	\$1,870.00	5%	5	
11-9131.00	Postmasters and Mail Superintendents	87	3	420	\$55,200.00	\$16,710.00	-5%	10	
13-1051.00	Cost Estimators	87	4	750	\$44,990.00	\$6,500.00	14%	25	★
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$29,180.00	7%	58	
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13-2041.00	Credit Analysts	86	4	230	\$38,740.00	\$250.00	-9%	9	
13-2021.01	Assessors	86	3	390	\$41,840.00	\$3,350.00	8%	20	★



13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44	★
19-3021.00	Market Research Analysts	86	4	200	\$49,960.00	\$11,470.00	3%	2	

Special Occupations:

### Top Industries for Purchasing Agents, Except Wholesale, Retail, and Farm Products

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	10.28%	29,560	25,150	-14.92%
Management of companies and enterprises	551100	5.53%	15,900	18,329	15.28%
Local government, excluding education and hospitals	939300	3.35%	9,635	9,742	1.10%
Aerospace product and parts manufacturing	336400	3.31%	9,512	9,688	1.84%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	2.84%	8,165	7,817	-4.26%
General medical and surgical hospitals, public and private	622100	2.53%	7,263	8,041	10.71%
Semiconductor and other electronic component manufacturing	334400	2.09%	6,016	5,258	-12.59%
State government, excluding education and hospitals	929200	1.78%	5,122	4,524	-11.68%
Advertising and related services	541800	1.59%	4,581	5,169	12.83%
Research and development in the physical, engineering, and life sciences	541710	1.56%	4,481	4,781	6.69%
Computer systems design and related services	541500	1.54%	4,441	5,396	21.51%
Colleges, universities, and professional schools, public and private	611300	1.53%	4,385	4,906	11.87%
Residential building construction	236100	1.52%	4,362	4,421	1.35%
Motor vehicle parts manufacturing	336300	1.47%	4,234	3,034	-28.35%
Other general purpose machinery manufacturing	333900	1.41%	4,052	3,292	-18.76%

### Top Industries for Production, Planning, and Expediting Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
Aerospace product and parts manufacturing	336400	2.55%	7,452	7,590	1.84%
Warehousing and storage	493100	2.49%	7,296	9,745	33.57%



Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%
Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%
General medical and surgical hospitals, public and private	622100	2.02%	5,909	6,541	10.71%
Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
Federal government, excluding postal service	919999	1.73%	5,061	4,784	-5.47%
Plastics product manufacturing	326100	1.67%	4,880	5,172	6.00%
Management, scientific, and technical consulting services	541600	1.63%	4,761	8,500	78.52%
Employment services	561300	1.27%	3,724	4,713	26.56%



# TORQ Analysis of Production, Planning, and Expediting Clerks to Billing, Cost, and Rate Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					91						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	96	Level	91	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
Mathematical Reasoning	41	9	56	Critical Thinking	66	9	74	Clerical	74	8	81
Near Vision	55	5	59					Foreign Language	7	2	70
Number Facility	44	5	53								
Speech Recognition	48	4	65								
Information Ordering	48	4	59								
Category Flexibility	44	3	56								
LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Production, Planning, and Expediting Clerks and Billing, Cost, and Rate Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	55	51	68
Oral Expression	53	50	68
Speech Recognition	44	48	65
Speech Clarity	44	44	65
Problem Sensitivity	46	44	62
Deductive Reasoning	48	42	62
Written Comprehension	51	48	59



Inductive Reasoning	44	41	59
Information Ordering	44	48	59
Near Vision	50	55	59
Category Flexibility	41	44	56
Mathematical Reasoning	32	41	56
Number Facility	39	44	53
Written Expression	50	42	50
Selective Attention	37	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Importance
Critical Thinking	57	66	74

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Importance
Clerical	66	74	81
Foreign Language	5	7	70

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks
10+ years	5%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	4%	0%	Post-Masters Cert	0%	0%
4-6 years	21%	11%	Master's Degree	4%	0%
2-4 years	19%	14%	Post-Bachelor Cert	0%	0%
1-2 years	9%	35%	Bachelors	12%	18%
6-12 months	34%	15%	AA or Equiv	20%	24%
3-6 months	1%	8%	Some College	10%	4%
1-3 months	1%	0%	Post-Secondary Certificate	7%	15%
0-1 month	0%	0%	High School Diploma or GED	44%	35%
None	2%	13%	No HSD or GED	0%	1%

Production, Planning, and Expediting Clerks		Billing, Cost, and Rate Clerks	
Most Common Educational/Training Requirement:			
Short-term on-the-job training		Moderate-term on-the-job training	
Job Zone Comparison			
2 - Job Zone Two: Some Preparation Needed		3 - Job Zone Three: Medium 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.	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.
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.	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

Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> <li>• Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.</li> </ul>	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>• Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>• Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>• Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>• Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.</li> <li>• Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.</li> </ul>
Specific Tasks	Specific Tasks
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Arrange for delivery, assembly, and distribution of supplies and parts in order to expedite flow of materials and meet production schedules.</li> <li>• Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using pricing schedules, adding machines, calculators, or computers.</li> <li>• Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.</li> <li>• Compile information, such as production rates and progress, materials inventories, materials used, and customer information, so that status reports can be completed.</li> <li>• Confer with department supervisors and other personnel to assess progress and discuss needed changes.</li> </ul>	<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>• Answer mail and telephone inquiries regarding rates, routing, and procedures.</li> <li>• Compile reports of cost factors, such as labor, production, storage, and equipment.</li> <li>• Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.</li> <li>• 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.</li> <li>• Contact customers in order to obtain or relay account information.</li> <li>• Estimate market value of products or services.</li> <li>• Keep records of invoices and support documents.</li> </ul>



- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to resolve complaints or eliminate delays.
- Contact suppliers to verify shipment details.
- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other interruptions, collaborating with management, marketing, sales, production, and engineering.

#### Detailed Tasks

##### Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify conformance to specifications
- fill out business or government forms
- maintain inventory of office forms

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

#### Detailed Tasks

##### Detailed Work Activities:

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



- maintain records, reports, or files
- manage inventories or supplies
- monitor materials or supplies
- operate business machines
- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

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

#### Technology - Examples

#### Technology - Examples

##### Accounting software

- Peachtree Premium Accounting for Manufacturing

##### Analytical or scientific software

- KAPES software
- Micro Estimating FabPlan
- MFI Systems Costimator JS

##### Calendar and scheduling software

- Workbrain Employee Scheduling

##### Data base reporting software

- InetSoft software
- Tuppas software

##### Enterprise resource planning ERP software

- Epicor Vantage
- Exact Software Macola ES
- Geac MPC Production
- Maynard PlanStaff Manager (enterprise resource planning ERP feature)
- MicroStrategy Report Services
- PRONTO XI
- SAP software
- SYSPRO software

##### Financial analysis software

- Cost estimation software

##### Human resources software

- Maynard PlanStaff Manager (human resources feature)
- Questek Humanis



## Industrial control software

- Honeywell Wintress PACNet

## Inventory management software

- Accvision ABMS
- iCode Everest
- RyTech Inventory Control Software

## Materials requirements planning logistics and supply chain software

- ABB Production Planning software
- ADi SmartBOL
- Applied Software Technologies Asset Maintenance and Materials Management System
- Asprova software
- Bills of lading software
- Concept 3000 software
- Creo Synapse Upfront
- DM2 Bills of Lading Software
- eLading Bill of Lading Software
- Enterprise Logix software
- ERP INDUSTRIOS Material Planning
- Factory Edge MRP
- Giraffe Production Systems software
- Ingenious ProPlan
- Ingenious ProSched
- InteProc Material Requirements Planning
- Interwave Technology RS Bizware Scheduler
- Lamar Info Net
- LSA Visual DBR
- LSA Visual Easy Lean
- Made2Manage Supply Chain Management
- Niku Clarity
- Oracle Flow Manufacturing
- Oracle Manufacturing Scheduling
- Pelion manufacturing process optimization MPO software



• Pivotal Z Prestige Scheduler
• PMC KanbanSIM
• Preactor APS
• Preactor Finite Capacity Scheduling
• Production scheduling and planning software
• RSS Solutions NaView
• Sage MAS 90
• Sage Timberline Office software
• Stratford Group INMASS/MRP
• Waterloo Hydrogeologic TACTIC
Procurement software
• Aestiva Purchase Order
Spreadsheet software
• Microsoft Excel
Time accounting software
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• Workbrain Time and Attendance
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### Labor Market Comparison

Maine Department of Labor.

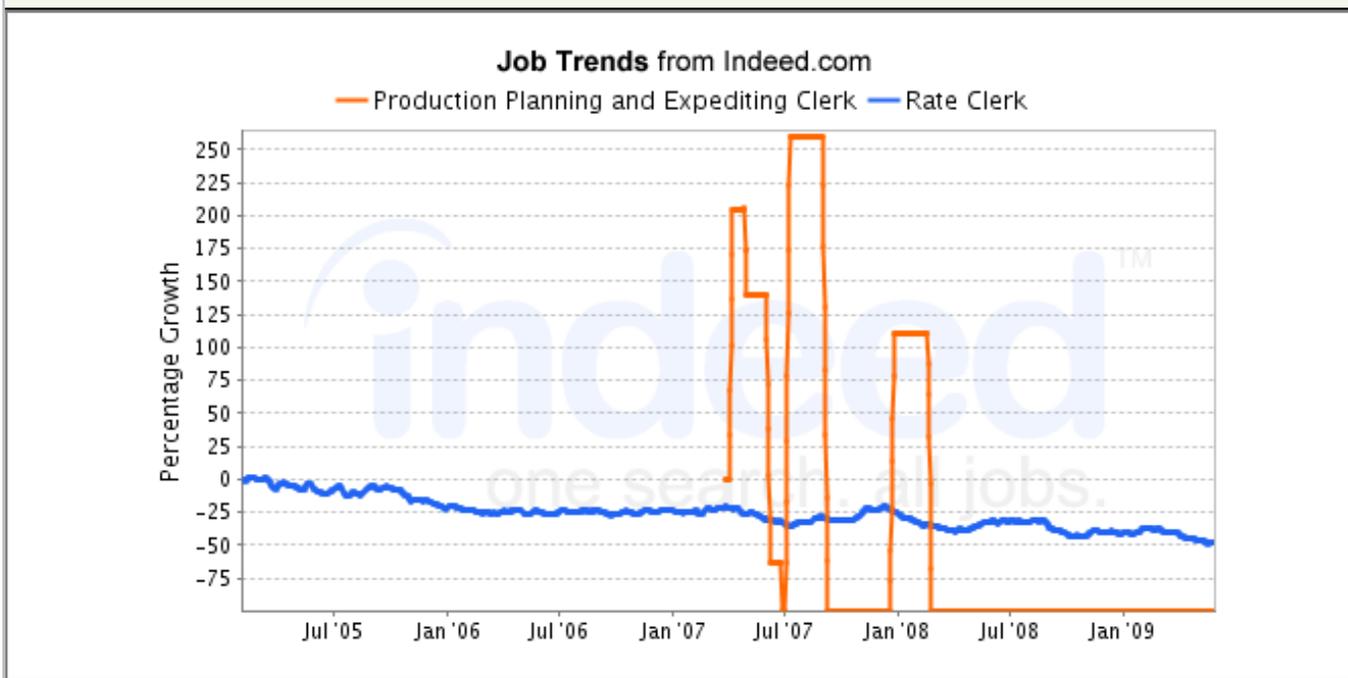
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25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,000	\$ 31,490	\$( 15,510)
90th Percentile Wage	\$ 57,580	\$ 36,570	\$( 21,010)



Mean Wage	\$ 40,730	\$ 27,790	\$(12,940)
Total Employment - 2422	1,320	1,990	670
Employment Base - 2006	1,287	2,045	758
Projected Employment - 2431	1,279	2,066	787
Projected Job Growth - 2006-2431	-0.6 %	1.0 %	1.7 %
Projected Annual Openings - 2006-2431	35	28	-7
Special			
Special Occupations:			

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Trend for Production, Planning, and Expediting Clerks and Billing, Cost, and Rate Clerks



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

### Programs

#### Related Programs

Accounting Technician

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

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>



University of Maine at Machias	9 O'Brien Ave	Machias	<a href="http://www.umm.maine.edu">www.umm.maine.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>
General Office/Clerical and Typing Services			
General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

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13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44	★
19-3021.00	Market Research Analysts	86	4	200	\$49,960.00	\$11,470.00	3%	2	
23-2011.00	Paralegals and Legal Assistants	86	3	1,010	\$40,260.00	\$1,770.00	15%	30	★

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 Production, Planning, and Expediting Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
Aerospace product and parts manufacturing	336400	2.55%	7,452	7,590	1.84%
Warehousing and storage	493100	2.49%	7,296	9,745	33.57%
Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%
Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%
General medical and surgical hospitals, public and private	622100	2.02%	5,909	6,541	10.71%
Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
Federal government, excluding postal service	919999	1.73%	5,061	4,784	-5.47%
Plastics product manufacturing	326100	1.67%	4,880	5,172	6.00%
Management, scientific, and technical consulting services	541600	1.63%	4,761	8,500	78.52%
Employment services	561300	1.27%	3,724	4,713	26.56%



# TORQ Analysis of Production, Planning, and Expediting Clerks to Insurance Claims Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								91			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level			97	Level			91	Level			84
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	9	72	No Skills Upgrade Required!				Clerical	71	5	83
Near Vision	57	7	65					Transportation	20	5	79
Written Comprehension	55	4	78								
Oral Expression	57	4	72								
Information Ordering	48	4	62								
Speech Clarity	46	2	68								
Inductive Reasoning	46	2	50								
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Production, Planning, and Expediting Clerks and Insurance Claims Clerks.</p>											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Production, Planning, and Expediting Clerks	Insurance Claims Clerks	Importance
Written Comprehension	51 	55 	 78
Oral Expression	53 	57 	 72
Speech Recognition	44 	53 	 72
Oral Comprehension	55 	53 	 68
Speech Clarity	44 	46 	 68
Written Expression	50 	48 	 65



Near Vision	50	57	65
Information Ordering	44	48	62
Deductive Reasoning	48	46	59
Selective Attention	37	32	56
Problem Sensitivity	46	41	50
Inductive Reasoning	44	46	50
Category Flexibility	41	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Insurance Claims Clerks	Importance
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Insurance Claims Clerks	Importance
Clerical	66	71	83
Transportation	15	20	79

**Experience & Education Comparison**

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Insurance Claims Clerks	Description	Production, Planning, and Expediting Clerks	Insurance Claims Clerks
10+ years	5%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	4%	0%	Post-Masters Cert	0%	0%
4-6 years	21%	0%	Master's Degree	4%	2%
2-4 years	19%	27%	Post-Bachelor Cert	0%	0%
1-2 years	9%	20%	Bachelors	12%	0%
6-12 months	34%	14%	AA or Equiv	20%	5%
3-6 months	1%	5%	Some College	10%	32%
1-3 months	1%	15%	Post-Secondary Certificate	7%	6%
0-1 month	0%	4%	High School Diploma or GED	44%	53%
None	2%	9%	No HSD or GED	0%	0%

Production, Planning, and Expediting Clerks

Insurance Claims Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

2 - Job Zone Two: Some Preparation Needed

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

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



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

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

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## Tasks

### Production, Planning, and Expediting Clerks

#### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

#### Specific Tasks

##### Occupation Specific Tasks:

- Arrange for delivery, assembly, and distribution of supplies and parts in order to expedite flow of materials and meet production schedules.
- Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using pricing schedules, adding machines, calculators, or computers.
- Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.
- Compile information, such as production rates and progress, materials inventories, materials used, and customer information, so that status reports can be completed.
- Confer with department supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to

### 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



resolve complaints or eliminate delays.

- Contact suppliers to verify shipment details.
- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other interruptions, collaborating with management, marketing, sales, production, and engineering.

Detailed Tasks

Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify conformance to specifications
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies

Detailed Work Activities:

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

Technology - Examples

Accounting software

- Billing software

Data base user interface and query software

- Alpha Software Alpha Five
- Automated information system software

- Claim processing system software

- Data entry software

- Database software

- IBM Check Processing Control System CPSC

- St. Paul Travelers e-CARMA

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Spreadsheet software

- Microsoft Excel



- monitor materials or supplies
- operate business machines
- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Technology - Examples

Accounting software

- Peachtree Premium Accounting for Manufacturing

Analytical or scientific software

- KAPES software
- Micro Estimating FabPlan
- MFI Systems Costimator JS

Calendar and scheduling software

- Workbrain Employee Scheduling

Data base reporting software

- InetSoft software
- Tuppas software

Enterprise resource planning ERP software

- Epicor Vantage
- Exact Software Macola ES
- Geac MPC Production
- Maynard PlanStaff Manager (enterprise resource planning ERP feature)
- MicroStrategy Report Services
- PRONTO XI
- SAP software
- SYSPRO software

Financial analysis software

- Cost estimation software

Human resources software

- Maynard PlanStaff Manager (human resources feature)
- Questek Humanis

Industrial control software

- Spreadsheet software

Word processing software

- Microsoft Word
- Word processing software

Tools - Examples

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



- Honeywell Wintress PACNet

#### Inventory management software

- Accvision ABMS
- iCode Everest

- RyTech Inventory Control Software

#### Materials requirements planning logistics and supply chain software

- ABB Production Planning software
- ADi SmartBOL
- Applied Software Technologies Asset Maintenance and Materials Management System
- Asprova software
- Bills of lading software
- Concept 3000 software
- Creo Synapse Upfront
- DM2 Bills of Lading Software
- eLading Bill of Lading Software
- Enterprise Logix software
- ERP INDUSTRIOS Material Planning
- Factory Edge MRP
- Giraffe Production Systems software
- Ingenious ProPlan
- Ingenious ProSched
- InteProc Material Requirements Planning
- Interwave Technology RS Bizware Scheduler
- Lamar Info Net
- LSA Visual DBR
- LSA Visual Easy Lean
- Made2Manage Supply Chain Management
- Niku Clarity
- Oracle Flow Manufacturing
- Oracle Manufacturing Scheduling
- Pelion manufacturing process optimization MPO software
- Pivotal Z Prestige Scheduler

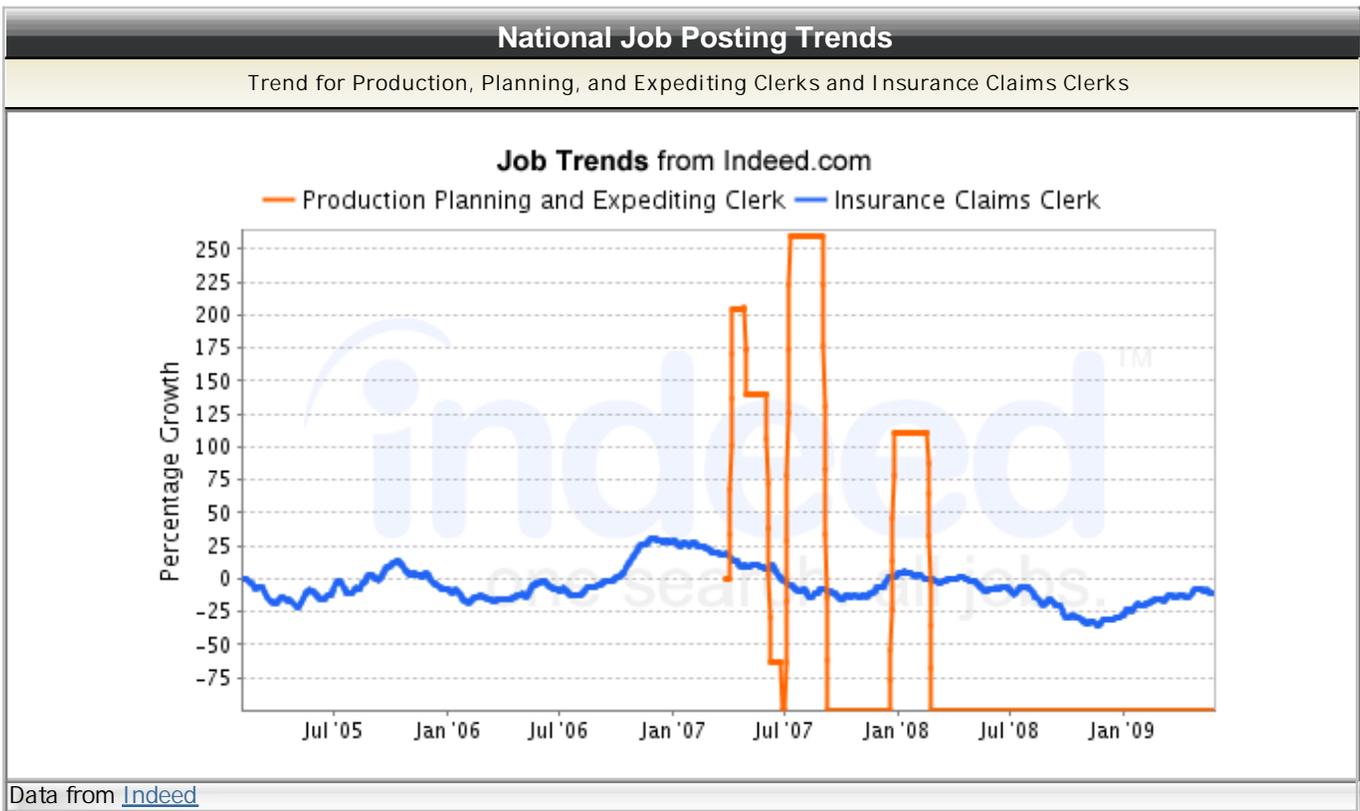


• PMC KanbanSIM
• Preactor APS
• Preactor Finite Capacity Scheduling
• Production scheduling and planning software
• RSS Solutions NaView
• Sage MAS 90
• Sage Timberline Office software
• Stratford Group INMASS/MRP
• Waterloo Hydrogeologic TACTIC
Procurement software
• Aestiva Purchase Order
Spreadsheet software
• Microsoft Excel
Time accounting software
• Work Technology WorkTech Time
• Workbrain Time and Attendance
Word processing software
• Microsoft Word
<b>Tools - Examples</b>
• Desktop computers
• Notebook computers
• Personal computers
• Scanners

Labor Market Comparison			
Maine Department of Labor.			
Description	Production, Planning, and Expediting Clerks	Insurance Claims Clerks	Difference
Median Wage	\$ 38,490	\$ 31,380	\$ ( 7,110)
10th Percentile Wage	\$ 27,320	\$ 24,090	\$ ( 3,230)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,000	\$ 36,980	\$ ( 10,020)
90th Percentile Wage	\$ 57,580	\$ 42,620	\$ ( 14,960)
Mean Wage	\$ 40,730	\$ 32,190	\$ ( 8,540)



Total Employment - 2422	1,320	1,810	490
Employment Base - 2006	1,287	1,849	562
Projected Employment - 2431	1,279	1,699	420
Projected Job Growth - 2006-2431	-0.6 %	-8.1 %	-7.5 %
Projected Annual Openings - 2006-2431	35	22	-13
Special			
Special Occupations:			



### Programs

Related Programs

General Office/Clerical and Typing Services

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

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



## Maine Statewide Promotion Opportunities for Production, Planning, and Expediting Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5061.00	Production, Planning, and Expediting Clerks	100	2	1,320	\$38,490.00	\$0.00	-1%	35	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$630.00	-13%	8	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	90	3	920	\$45,210.00	\$6,720.00	-2%	21	
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$17,600.00	-1%	12	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$340.00	6%	76	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	87	4	770	\$43,900.00	\$5,410.00	8%	23	
13-1051.00	Cost Estimators	87	4	750	\$44,990.00	\$6,500.00	14%	25	★
43-5011.00	Cargo and Freight Agents	87	2	170	\$40,360.00	\$1,870.00	5%	5	
11-9131.00	Postmasters and Mail Superintendents	87	3	420	\$55,200.00	\$16,710.00	-5%	10	
13-2021.01	Assessors	86	3	390	\$41,840.00	\$3,350.00	8%	20	★
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44	★
19-3021.00	Market Research Analysts	86	4	200	\$49,960.00	\$11,470.00	3%	2	
23-2011.00	Paralegals and Legal Assistants	86	3	1,010	\$40,260.00	\$1,770.00	15%	30	★
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$29,180.00	7%	58	



11-9141.00	Property, Real Estate, and Community Association Managers	86	3	390	\$43,920.00	\$5,430.00	14%	19
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 Production, Planning, and Expediting Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
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Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%



Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%
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Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
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# TORQ Analysis of Production, Planning, and Expediting Clerks to Brokerage Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Brokerage Clerks	43-4011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS	
Grand TORQ:	<b>90</b>

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	94	Level	91	Level	84

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Mathematical Reasoning	46	14	53	Speaking	83	13	95	Economics and Accounting	53	30	70
Number Facility	53	14	53					Customer and Personal Service	77	19	88
Near Vision	59	9	68					Clerical	70	4	74
Speech Recognition	53	9	65								
Finger Dexterity	39	11	53								
Speech Clarity	51	7	72								
Written Comprehension	57	6	72								
Deductive Reasoning	53	5	59								
Selective Attention	42	5	56								
Oral Expression	57	4	65								
Inductive Reasoning	48	4	56								
Oral Comprehension	57	2	68								
Information Ordering	46	2	62								
Perceptual Speed	35	1	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Brokerage Clerks. GAP refers to level difference between Production, Planning, and Expediting Clerks and Brokerage Clerks.

## ASK ANALYSIS



Ability Level Comparison - Abilities with importance scores over 50

Description	Production, Planning, and Expediting Clerks	Brokerage Clerks	Importance
Written Comprehension	51	57	72
Speech Clarity	44	51	72
Oral Comprehension	55	57	68
Near Vision	50	59	68
Oral Expression	53	57	65
Written Expression	50	50	65
Problem Sensitivity	46	44	65
Speech Recognition	44	53	65
Information Ordering	44	46	62
Deductive Reasoning	48	53	59
Inductive Reasoning	44	48	56
Selective Attention	37	42	56
Mathematical Reasoning	32	46	53
Number Facility	39	53	53
Finger Dexterity	28	39	53
Flexibility of Closure	39	37	50
Perceptual Speed	34	35	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Brokerage Clerks	Importance
Speaking	70	83	95

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Brokerage Clerks	Importance
Customer and Personal Service	58	77	88
Clerical	66	70	74
Economics and Accounting	23	53	70

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Brokerage Clerks	Description	Production, Planning, and Expediting Clerks	Brokerage Clerks
10+ years	5%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	4%	0%	Post-Masters Cert	0%	0%
4-6 years	21%	12%	Master's Degree	4%	0%
2-4 years	19%	14%	Post-Bachelor Cert	0%	0%
1-2 years	9%				



6-12 months	34%	46%	Bachelors	12%	32%
3-6 months	1%	3%	AA or Equiv	20%	13%
1-3 months	1%	2%	Some College	10%	31%
0-1 month	0%	0%	Post-Secondary Certificate	7%	0%
None	2%	16%	High School Diploma or GED	44%	22%
			No HSD or GED	0%	0%

Production, Planning, and Expediting Clerks		Brokerage Clerks	
<b>Most Common Educational/Training Requirement:</b>			
Short-term on-the-job training		Moderate-term on-the-job training	
<b>Job Zone Comparison</b>			
<b>2 - Job Zone Two: Some Preparation Needed</b>		<b>3 - Job Zone Three: Medium Preparation Needed</b>	
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.		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.	
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.		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

Production, Planning, and Expediting Clerks	Brokerage Clerks
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.</li> <li>Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.</li> <li>Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.</li> </ul>	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> <li>Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.</li> <li>Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.</li> <li>Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.</li> <li>Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.</li> <li>Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.</li> </ul>
Specific Tasks	Specific Tasks
<p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> <li>Arrange for delivery, assembly, and distribution of supplies and parts in order to</li> </ul>	



expedite flow of materials and meet production schedules.

- Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using pricing schedules, adding machines, calculators, or computers.
- Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.
- Compile information, such as production rates and progress, materials inventories, materials used, and customer information, so that status reports can be completed.
- Confer with department supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to resolve complaints or eliminate delays.
- Contact suppliers to verify shipment details.
- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other interruptions, collaborating with management, marketing, sales, production, and engineering.

#### Detailed Tasks

#### Occupation Specific Tasks:

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

#### Detailed Tasks

#### Detailed Work Activities:

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



Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify conformance to specifications
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- monitor materials or supplies
- operate business machines
- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Technology - Examples

Accounting software

- Peachtree Premium Accounting for Manufacturing

Analytical or scientific software

- KAPES software
- Micro Estimating FabPlan
- MFI Systems Costimator JS

Calendar and scheduling software

- Workbrain Employee Scheduling

Data base reporting software

- InetSoft software
- Tuppas software

Enterprise resource planning ERP software

- Epicor Vantage

- Exact Software Macola ES

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

Technology - Examples

Accounting software

- Account management software

Calendar and scheduling software

- Scheduling software

Customer relationship management CRM software

- FrontRange Solutions Goldmine software
- Royal Alliance VISION2020 Core

Data base user interface and query software

- Data entry software
- Transaction processing software

Desk top communications software

- Instant messaging software
- Online trading software
- WiredRed Software e/pop Basic

Electronic mail software

- Microsoft Outlook

Financial analysis software

- Bloomberg Professional

Internet browser software

- Web browser software

Office suite software

- Microsoft Office

Presentation software



• Exact Software (Macola ES)

- Geac MPC Production

- Maynard PlanStaff Manager (enterprise resource planning ERP feature)

- MicroStrategy Report Services

- PRONTO XI

- SAP software

- SYSPRO software

Financial analysis software

- Cost estimation software

Human resources software

- Maynard PlanStaff Manager (human resources feature)

- Questek Humanis

Industrial control software

- Honeywell Wintress PACNet

Inventory management software

- Accvission ABM S

- iCode Everest

- RyTech Inventory Control Software

Materials requirements planning logistics and supply chain software

- ABB Production Planning software

- ADi SmartBOL

- Applied Software Technologies Asset Maintenance and Materials Management System

- Asprova software

- Bills of lading software

- Concept 3000 software

- Creo Synapse Upfront

- DM2 Bills of Lading Software

- eLading Bill of Lading Software

- Enterprise Logix software

- ERP INDUSTRIOS Material Planning

- Factory Edge MRP

- Giraffe Production Systems software

- Ingenious ProPlan

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel

- Spreadsheet software

Word processing software

- Microsoft Word

Tools - Examples

- 10-key calculators

- Desktop computers

- Personal computers

- Multi-line telephone systems



- Ingenious ProSched
- InteProc Material Requirements Planning
- Interwave Technology RS Bizware Scheduler
- Lamar Info Net
- LSA Visual DBR
- LSA Visual Easy Lean
- Made2Manage Supply Chain Management
- Niku Clarity
- Oracle Flow Manufacturing
- Oracle Manufacturing Scheduling
- Pelion manufacturing process optimization MPO software
- Pivotal Z Prestige Scheduler
- PMC KanbanSIM
- Preactor APS
- Preactor Finite Capacity Scheduling
- Production scheduling and planning software
- RSS Solutions NaView
- Sage MAS 90
- Sage Timberline Office software
- Stratford Group INMASS/MRP
- Waterloo Hydrogeologic TACTIC

#### Procurement software

- Aestiva Purchase Order

#### Spreadsheet software

- Microsoft Excel

#### Time accounting software

- Work Technology WorkTech Time
- Workbrain Time and Attendance

#### Word processing software

- Microsoft Word

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#### Tools - Examples

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- Desktop computers
- Notebook computers



- Personal computers
- Scanners

### Labor Market Comparison

Maine Department of Labor.

Description	Production, Planning, and Expediting Clerks	Brokerage Clerks	Difference
Median Wage	\$ 38,490	\$ 39,120	\$ 630
10th Percentile Wage	\$ 27,320	\$ 27,750	\$ 430
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,000	\$ 46,710	\$( 290)
90th Percentile Wage	\$ 57,580	\$ 59,590	\$ 2,010
Mean Wage	\$ 40,730	\$ 40,490	\$( 240)
Total Employment - 2422	1,320	270	-1,050
Employment Base - 2006	1,287	259	-1,028
Projected Employment - 2431	1,279	225	-1,054
Projected Job Growth - 2006-2431	-0.6 %	-13.1 %	-12.5 %
Projected Annual Openings - 2006-2431	35	8	-27
Special			

Special Occupations:

### National Job Posting Trends

Trend for Production, Planning, and Expediting Clerks and Brokerage Clerks



Data from [Indeed](#)

### Programs

#### Related Programs

#### Accounting Technician

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

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

### Maine Statewide Promotion Opportunities for Production, Planning, and Expediting Clerks

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5061.00	Production, Planning, and Expediting Clerks	100	2	1,320	\$38,490.00	\$0.00	-1%	35	
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$630.00	-13%	8	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	90	3	920	\$45,210.00	\$6,720.00	-2%	21	
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$17,600.00	-1%	12	
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$340.00	6%	76	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	87	4	770	\$43,900.00	\$5,410.00	8%	23	
11-9131.00	Postmasters and Mail Superintendents	87	3	420	\$55,200.00	\$16,710.00	-5%	10	
43-5011.00	Cargo and Freight Agents	87	2	170	\$40,360.00	\$1,870.00	5%	5	



13-1051.00	Cost Estimators	87	4	750	\$44,990.00	\$6,500.00	14%	25	
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$29,180.00	7%	58	
11-9141.00	Property, Real Estate, and Community Association Managers	86	3	390	\$43,920.00	\$5,430.00	14%	19	
13-2041.00	Credit Analysts	86	4	230	\$38,740.00	\$250.00	-9%	9	
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44	
19-3021.00	Market Research Analysts	86	4	200	\$49,960.00	\$11,470.00	3%	2	
23-2011.00	Paralegals and Legal Assistants	86	3	1,010	\$40,260.00	\$1,770.00	15%	30	

Special Occupations:

### Top Industries for Brokerage Clerks

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



### Top Industries for Production, Planning, and Expediting Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
Aerospace product and parts manufacturing	336400	2.55%	7,452	7,590	1.84%
Warehousing and storage	493100	2.49%	7,296	9,745	33.57%
Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%
Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%
General medical and surgical hospitals, public and private	622100	2.02%	5,909	6,541	10.71%
Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
Federal government, excluding postal service	919999	1.73%	5,061	4,784	-5.47%
Plastics product manufacturing	326100	1.67%	4,880	5,172	6.00%
Management, scientific, and technical consulting services	541600	1.63%	4,761	8,500	78.52%
Employment services	561300	1.27%	3,724	4,713	26.56%

## 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)