



TORQ Analysis of Order Fillers, Wholesale and Retail Sales to Stock Clerks- Stockroom, Warehouse, or Storage Yard

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Order Fillers, Wholesale and Retail Sales	43-5081.04	Abilities:	Importance Level: 50	Weight: 1
To Title:	Stock Clerks- Stockroom, Warehouse, or Storage Yard	43-5081.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS					
Grand TORQ:					80
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level		78	Level		80
			Level		81

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Multilimb Coordination	44	28	56	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Static Strength	42	17	53								
Oral Expression	48	13	53								
Extent Flexibility	53	12	53								
Information Ordering	42	7	56								
Speech Clarity	37	7	53								
Problem Sensitivity	41	6	59								
Oral Comprehension	51	5	59								
Deductive Reasoning	39	4	59								
Inductive Reasoning	39	4	53								

LEVEL and IMPT (IMPORTANCE) refer to the Target Stock Clerks- Stockroom, Warehouse, or Storage Yard. GAP refers to level difference between Order Fillers, Wholesale and Retail Sales and Stock Clerks- Stockroom, Warehouse, or Storage Yard.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Order Fillers, Wholesale and Retail Sales	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Importance
Oral Comprehension	46	51	59



Problem Sensitivity	35	41	59
Deductive Reasoning	35	39	59
Information Ordering	35	42	56
Manual Dexterity	37	37	56
Multilimb Coordination	16	44	56
Near Vision	46	42	56
Oral Expression	35	48	53
Inductive Reasoning	35	39	53
Static Strength	25	42	53
Extent Flexibility	41	53	53
Speech Clarity	30	37	53

Skill Level Comparison - Abilities with importance scores over 69

Description	Order Fillers, Wholesale and Retail Sales	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Importance

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Order Fillers, Wholesale and Retail Sales	Stock Clerks- Stockroom, Warehouse, or Storage Yard		Description	Order Fillers, Wholesale and Retail Sales	Stock Clerks- Stockroom, Warehouse, or Storage Yard
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	0%	0%		Post-Masters Cert	0%	0%
4-6 years	1%	1%		Master's Degree	0%	0%
2-4 years	0%	0%		Post-Bachelor Cert	0%	0%
1-2 years	7%	3%		Bachelors	0%	1%
6-12 months	12%	19%		AA or Equiv	9%	0%
3-6 months	6%	11%		Some College	8%	0%
1-3 months	2%	0%		Post-Secondary Certificate	0%	0%
0-1 month	2%	2%		High Scol Diploma or GED	24%	51%
None	66%	60%		No HSD or GED	56%	46%

Order Fillers, Wholesale and Retail Sales

Stock Clerks- Stockroom, Warehouse, or Storage Yard

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

1 - Job Zone One: Little or No Preparation Needed



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

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

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

No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.

These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.

Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.

Tasks

Order Fillers, Wholesale and Retail Sales

Core Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.

Stock Clerks- Stockroom, Warehouse, or Storage Yard

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- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

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Labor Market Comparison

Maine Department of Labor.

Description	Order Fillers, Wholesale and Retail Sales	Stock Clerks- Stockroom, Warehouse, or Storage Yard	Difference
Median Wage	\$ 19,860	\$ 19,860	\$ 0
10th Percentile Wage	\$ 15,330	\$ 15,330	\$ 0
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 24,350	\$ 24,350	\$ 0
90th Percentile Wage	\$ 30,370	\$ 30,370	\$ 0
Mean Wage	\$ 21,410	\$ 21,410	\$ 0
Total Employment - 2424	7,670	7,670	0
Employment Base - 2006	7,601	7,601	0
Projected Employment - 2433	6,921	6,921	0
Projected Job Growth - 2006-2433	-8.9 %	-8.9 %	0.0 %
Projected Annual Openings - 2006-2433	180	180	0
Special			



Special Occupations:

National Job Posting Trends

Trend for Order Fillers, Wholesale and Retail Sales and Stock Clerks- Stockroom, Warehouse, or Storage Yard



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

Programs

Related Programs

General Office/Clerical and Typing Services

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

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

Retailing and Retail Operations

Retailing and Retail Operations. A program that prepares individuals to perform operations associated with retail sales in a variety of settings. Includes instruction in over-the-counter and other direct sales operations in business settings, basic bookkeeping principles, customer service, team/staff leadership and supervision, floor management, and applicable technical skills.

No information on schools for the program

Maine Statewide Promotion Opportunities for Order Fillers, Wholesale and Retail Sales



O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5081.04	Order Fillers, Wholesale and Retail Sales	100	2	7,670	\$19,860.00	\$0.00	-9%	180	
43-5081.03	Stock Clerks- Stockroom, Warehouse, or Storage Yard	80	1	7,670	\$19,860.00	\$0.00	-9%	180	
43-9051.00	Mail Clerks and Mail Machine Operators, Except Postal Service	79	1	490	\$23,250.00	\$3,390.00	-19%	13	
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	78	2	970	\$41,950.00	\$22,090.00	-12%	10	
43-5081.02	Marking Clerks	78	2	7,670	\$19,860.00	\$0.00	-9%	180	
43-5051.00	Postal Service Clerks	76	2	580	\$44,780.00	\$24,920.00	-3%	13	
41-2031.00	Retail Salespersons	75	2	18,460	\$22,050.00	\$2,190.00	4%	677	
41-9041.00	Telemarketers	75	2	1,670	\$23,680.00	\$3,820.00	-18%	59	
43-5081.01	Stock Clerks, Sales Floor	75	1	7,670	\$19,860.00	\$0.00	-9%	180	
29-2051.00	Dietetic Technicians	74	3	170	\$27,270.00	\$7,410.00	13%	7	
43-3021.01	Statement Clerks	74	2	1,990	\$27,580.00	\$7,720.00	1%	28	
43-3071.00	Tellers	74	2	2,970	\$21,770.00	\$1,910.00	18%	184	
51-9061.00	Inspectors, Testers, Sorters, Samplers, and Weighers	74	2	1,700	\$29,700.00	\$9,840.00	-14%	26	
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	73	1	310	\$28,060.00	\$8,200.00	-3%	8	
43-5071.00	Shipping, Receiving, and Traffic Clerks	73	2	2,660	\$26,320.00	\$6,460.00	-1%	63	



Special Occupations:

Top Industries for Stock Clerks- Stockroom, Warehouse, or Storage Yard

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%

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TORQ Analysis of Order Fillers, Wholesale and Retail Sales to Packers and Packagers, Hand

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Order Fillers, Wholesale and Retail Sales	43-5081.04	Abilities:	Importance Level: 50	Weight: 1
To Title:	Packers and Packagers, Hand	53-7064.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS							
Grand TORQ:					79		
Ability TORQ		Skills TORQ		Knowledge TORQ			
Level	80	Level	79	Level	79		
Gaps To Narrow if Possible			Upgrade These Skills		Knowledge to Add		
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt
Multilimb Coordination	35	19	53	No Skills Upgrade Required!		No Knowledge Upgrades Required!	
Manual Dexterity	44	7	56				
Trunk Strength	37	3	53				
LEVEL and IMPT (IMPORTANCE) refer to the Target Packers and Packagers, Hand. GAP refers to level difference between Order Fillers, Wholesale and Retail Sales and Packers and Packagers, Hand.							

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand	Importance
Manual Dexterity	37	44	56
Multilimb Coordination	16	35	53
Trunk Strength	34	37	53
Near Vision	46	37	53
Oral Comprehension	46	41	50
Oral Expression	35	35	50
Speech Recognition	34	30	50
Speech Clarity	30	30	50
Skill Level Comparison - Abilities with importance scores over 69			



Description	Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand	Importance

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand		Description	Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand
10+ years	0%	0%		Doctoral	0%	0%
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3-6 months	6%	18%		Some College	8%	0%
1-3 months	2%	9%		Post-Secondary Certificate	0%	0%
0-1 month	2%	13%		High School Diploma or GED	24%	62%
None	66%	56%		No HSD or GED	56%	36%

Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand
Most Common Educational/Training Requirement:	
Short-term on-the-job training	Short-term on-the-job training
Job Zone Comparison	
<p>2 - Job Zone Two: Some Preparation Needed</p> <p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>	<p>1 - Job Zone One: Little or No Preparation Needed</p> <p>No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.</p> <p>These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.</p> <p>Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.</p>

Tasks

Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand
Core Tasks	Core Tasks



Generalized Work Activities:

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- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
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- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage

Generalized Work Activities:

- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Performing General Physical Activities - Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

Specific Tasks

Occupation Specific Tasks:

- Assemble, line, and pad cartons, crates, and containers, using hand tools.
- Clean containers, materials, supplies, or work areas, using cleaning solutions and hand tools.
- Examine and inspect containers, materials, and products to ensure that packing specifications are met.
- Load materials and products into package processing equipment.
- Mark and label containers, container tags, or products, using marking tools.
- Measure, weigh, and count products and materials.
- Obtain, move, and sort products, materials, containers, and orders, using hand tools.
- Place or pour products or materials into containers, using hand tools and equipment, or fill containers from spouts or chutes.
- Record product, packaging, and order information on specified forms and records.
- Remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks.
- Seal containers or materials, using glues, fasteners, nails, and hand tools.
- Transport packages to customers' vehicles.

Detailed Tasks



- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

Detailed Work Activities:

- attach or mark identification onto products or containers
- clean rooms or work areas
- examine products or work to verify conformance to specifications
- load or unload material or workpiece into machinery
- load, unload, or stack containers, materials, or products
- maintain production or work records
- measure, weigh, or count products or materials
- move or fit heavy objects
- operate packaging or banding machine or equipment
- package goods for shipment or storage
- perform safety inspections in manufacturing or industrial setting
- sort manufacturing materials or products
- use hand or power tools
- wrap products

Tools - Examples

- Computerized scales
- Electronic water-activated tape dispensers
- Bundling equipment
- Industrial scales
- Forklifts
- Bagging machines
- Glue guns
- Claw hammers
- Heat shrink guns
- Shrink wrap machines
- Pallet jacks
- Label applicators
- Label printers
- Stencil machines
- Vacuum packagers
- Stencil brushes
- Stencil rollers
- Personal computers



- Power nailers
- Power saws
- Power tackers
- Computer scanners
- Straight screwdrivers
- Carton closing staplers
- Electric tabletop staplers
- Combination polypropylene strapping tools
- Strap sealers
- Measuring tapes
- Utility knives
- Strap cutters
- Plastic strap crimpers
- Strapping machines

Labor Market Comparison

Maine Department of Labor.

Description	Order Fillers, Wholesale and Retail Sales	Packers and Packagers, Hand	Difference
Median Wage	\$ 19,860	N/A	N/A
10th Percentile Wage	\$ 15,330	N/A	N/A
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 24,350	N/A	N/A
90th Percentile Wage	\$ 30,370	N/A	N/A
Mean Wage	\$ 21,410	N/A	N/A
Total Employment - 2424	7,670	3,780	-3,890
Employment Base - 2006	7,601	3,693	-3,908
Projected Employment - 2433	6,921	3,353	-3,568
Projected Job Growth - 2006-2433	-8.9 %	-9.2 %	-0.3 %
Projected Annual Openings - 2006-2433	180	45	-135
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Order Fillers, Wholesale and Retail Sales and Packers and Packagers, Hand

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

No information on programs or the occupation.

Maine Statewide Promotion Opportunities for Order Fillers, Wholesale and Retail Sales

O*NET Code	Title	Grand TORO	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5081.04	Order Fillers, Wholesale and Retail Sales	100	2	7,670	\$19,860.00	\$0.00	-9%	180	
43-5081.03	Stock Clerks-Stockroom, Warehouse, or Storage Yard	80	1	7,670	\$19,860.00	\$0.00	-9%	180	
43-9051.00	Mail Clerks and Mail Machine Operators, Except Postal Service	79	1	490	\$23,250.00	\$3,390.00	-19%	13	
43-5081.02	Marking Clerks	78	2	7,670	\$19,860.00	\$0.00	-9%	180	



43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	78	2	970	\$41,950.00	\$22,090.00	-12%	10
43-5051.00	Postal Service Clerks	76	2	580	\$44,780.00	\$24,920.00	-3%	13
41-2031.00	Retail Salespersons	75	2	18,460	\$22,050.00	\$2,190.00	4%	677
43-5081.01	Stock Clerks, Sales Floor	75	1	7,670	\$19,860.00	\$0.00	-9%	180
41-9041.00	Telemarketers	75	2	1,670	\$23,680.00	\$3,820.00	-18%	59
29-2051.00	Dietetic Technicians	74	3	170	\$27,270.00	\$7,410.00	13%	7
43-3021.01	Statement Clerks	74	2	1,990	\$27,580.00	\$7,720.00	1%	28
43-3071.00	Tellers	74	2	2,970	\$21,770.00	\$1,910.00	18%	184
51-9061.00	Inspectors, Testers, Sorters, Samplers, and Weighers	74	2	1,700	\$29,700.00	\$9,840.00	-14%	26
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	73	1	310	\$28,060.00	\$8,200.00	-3%	8
43-9041.02	Insurance Policy Processing Clerks	73	2	1,810	\$31,380.00	\$11,520.00	-8%	22

Special Occupations:

Top Industries for Packers and Packagers, Hand

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.45%	195,489	170,632	-12.72%
Employment services	561300	16.61%	138,507	140,239	1.25%
Warehousing and storage	493100	4.55%	37,952	40,553	6.85%
Plastics product manufacturing	326100	4.14%	34,557	29,305	-15.20%
Grocery and related product wholesalers	424400	2.27%	18,955	16,581	-12.52%
Animal slaughtering and processing	311600	2.18%	18,192	16,610	-8.70%
Bakeries and tortilla manufacturing	311800	1.99%	16,610	13,573	-18.28%



Other support services	561900	1.84%	15,382	16,858	9.60%
Other food manufacturing	311900	1.47%	12,295	10,313	-16.12%
Electronic shopping and mail-order houses	454100	1.40%	11,700	11,708	0.07%
Converted paper product manufacturing	322200	1.40%	11,679	7,841	-32.87%
Printing and related support activities	323100	1.38%	11,483	7,279	-36.61%
Couriers	492100	1.36%	11,331	9,741	-14.03%
Miscellaneous nondurable goods merchant wholesalers	424900	1.19%	9,911	8,620	-13.02%
Fruit and vegetable preserving and specialty food manufacturing	311400	0.82%	6,843	4,963	-27.47%

Top Industries for Order Fillers, Wholesale and Retail Sales

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%



TORQ Analysis of Order Fillers, Wholesale and Retail Sales to Mail Clerks and Mail Machine Operators, Except Postal Service

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Order Fillers, Wholesale and Retail Sales	43-5081.04	Abilities:	Importance Level: 50	Weight: 1
To Title:	Mail Clerks and Mail Machine Operators, Except Postal Service	43-9051.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS

Grand TORQ:

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Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	76	Level	81	Level	80

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Finger Dexterity	41	25	50	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Selective Attention	39	4	53								
Speech Recognition	37	3	50								
Problem Sensitivity	37	2	50								
Information Ordering	37	2	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Mail Clerks and Mail Machine Operators, Except Postal Service. GAP refers to level difference between Order Fillers, Wholesale and Retail Sales and Mail Clerks and Mail Machine Operators, Except Postal Service.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Importance
Near Vision	46	41	59
Category Flexibility	42	41	53
Selective Attention	35	39	53
Oral Comprehension	46	44	50
Problem Sensitivity	35	37	50
Information Ordering	35	37	50
Finger Dexterity	16	41	50



Speech Recognition	34	37	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Importance

Experience & Education Comparison			
Related Work Experience Comparison		Required Education Level Comparison	
Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Description
10+ years	0%	0%	Doctoral
8-10 years	0%	0%	Professional Degree
6-8 years	0%	0%	Post-Masters Cert
4-6 years	1%	3%	Master's Degree
2-4 years	0%	1%	Post-Bachelor Cert
1-2 years	7%	3%	Bachelors
6-12 months	12%	10%	AA or Equiv
3-6 months	6%	4%	Some College
1-3 months	2%	7%	Post-Secondary Certificate
0-1 month	2%	5%	High Scol Diploma or GED
None	66%	63%	No HSD or GED
Order Fillers, Wholesale and Retail Sales		Mail Clerks and Mail Machine Operators, Except Postal Service	
Most Common Educational/Training Requirement:			
Short-term on-the-job training		Short-term on-the-job training	
Job Zone Comparison			
2 - Job Zone Two: Some Preparation Needed		1 - Job Zone One: Little or No 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.		No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.	
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 may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.	
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 days to a few months of training. Usually, an experienced worker could show you how to do the job.	

Tasks



Order Fillers, Wholesale and Retail Sales

Core Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials

Mail Clerks and Mail Machine Operators, Except Postal Service

Core Tasks

Generalized Work Activities:

- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Controlling Machines and Processes - Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- Performing General Physical Activities - Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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.

Specific Tasks

Occupation Specific Tasks:

- Accept and check containers of mail or parcels from large volume mailers, couriers, and contractors.
- Add ink, fill paste reservoirs, and change machine ribbons when necessary.
- Adjust guides, rollers, loose card inserters, weighing machines, and tying arms, using rules and hand tools.
- Affix postage to packages or letters by hand, or stamp materials, using postage meters.
- Answer inquiries regarding shipping or mailing policies.
- Clear jams in sortation equipment.
- Contact delivery or courier services to arrange delivery of letters and parcels.
- Determine manner in which mail is to be sent, and prepare it for delivery to mailing facilities.
- Fold letters or circulars and insert them in envelopes.
- Insert material for printing or addressing into loading racks on machines, select type or die sizes, and position plates, stencils, or tapes in machine magazines.
- Inspect mail machine output for defects; determine how to eliminate causes of any defects.
- Lift and unload containers of mail or parcels onto equipment for transportation to sortation stations.
- Mail merchandise samples or promotional



- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

literature in response to requests.

- Operate computer-controlled keyboards or voice recognition equipment in order to direct items according to established routing schemes.
- Operate embossing machines or typewriters to make corrections, additions, and changes to address plates.
- Place incoming or outgoing letters or packages into sacks or bins based on destination or type, and place identifying tags on sacks or bins.
- Read production orders to determine types and sizes of items scheduled for printing and mailing.
- Release packages or letters to customers upon presentation of written notices or other identification.
- Remove containers of sorted mail/parcels, and transfer them to designated areas according to established procedures.
- Remove from machines printed materials such as labeled articles, postmarked envelopes or tape, and folded sheets.
- Seal or open envelopes, by hand or by using machines.
- Sell mail products, and accept payment for products and mailing charges.
- Sort and route incoming mail, and collect outgoing mail, using carts as necessary.
- Stamp dates and times of receipt of incoming mail.
- Start machines that automatically feed plates, stencils, or tapes through mechanisms, and observe machine operations in order to detect any malfunctions.
- Use equipment such as forklifts and automated "trains" to move containers of mail.
- Verify that items are addressed correctly, marked with the proper postage, and in suitable condition for processing.
- Weigh packages or letters to determine postage needed, using weighing scales and rate charts.
- Wrap packages or bundles by hand, or by using tying machines.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- demonstrate or explain assembly or use of equipment
- distribute correspondence or mail
- fill out business or government forms
- insert mail into slots of mail rack
- inspect mail preparation or handling machine output for defects
- inspect outgoing mail for conformance to standards or accuracy



- maintain inventory of office forms
- maintain records, reports, or files
- measure, weigh, or count products or materials
- monitor operation of document sorting machine
- monitor operation of mail preparation or handling machines
- operate alpha or numeric mail sorting systems
- operate business machines
- operate printing equipment/machinery
- package goods for shipment or storage
- process mail through postage machine
- process orders for merchandise
- proofread printed or written material
- provide customer service
- provide customer service in postal or mail service setting
- read work order, instructions, formulas, or processing charts
- set up production equipment or machinery
- sort mail letters or packages
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Labor Market Comparison

Maine Department of Labor.

Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Difference
Median Wage	\$ 19,860	\$ 23,250	\$ 3,390
10th Percentile Wage	\$ 15,330	\$ 15,120	\$(210)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 24,350	\$ 28,470	\$ 4,120
90th Percentile Wage	\$ 30,370	\$ 33,170	\$ 2,800
Mean Wage	\$ 21,410	\$ 23,730	\$ 2,320
Total Employment - 2424	7,670	490	-7,180
Employment Base - 2006	7,601	485	-7,116
Projected Employment - 2433	6,921	395	-6,526
Projected Job Growth - 2006-2433	-8.9 %	-18.5 %	-9.6 %
Projected Annual Openings - 2006-2433	180	13	-167
Special			



Special Occupations:

National Job Posting Trends

Trend for Order Fillers, Wholesale and Retail Sales and Mail Clerks and Mail Machine Operators, Except Postal Service



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

Programs

Related Programs

General Office/Clerical and Typing Services

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

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

Maine Statewide Promotion Opportunities for Order Fillers, Wholesale and Retail Sales

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5081.04	Order Fillers, Wholesale and Retail Sales	100	2	7,670	\$19,860.00	\$0.00	-9%	180	



43-5081.03	Stock Clerks- Stockroom, Warehouse, or Storage Yard	80	1	7,670	\$19,860.00	\$0.00	-9%	180
43-9051.00	Mail Clerks and Mail Machine Operators, Except Postal Service	79	1	490	\$23,250.00	\$3,390.00	-19%	13
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	78	2	970	\$41,950.00	\$22,090.00	-12%	10
43-5081.02	Marking Clerks	78	2	7,670	\$19,860.00	\$0.00	-9%	180
43-5051.00	Postal Service Clerks	76	2	580	\$44,780.00	\$24,920.00	-3%	13
41-2031.00	Retail Salespersons	75	2	18,460	\$22,050.00	\$2,190.00	4%	677
41-9041.00	Telemarketers	75	2	1,670	\$23,680.00	\$3,820.00	-18%	59
43-5081.01	Stock Clerks, Sales Floor	75	1	7,670	\$19,860.00	\$0.00	-9%	180
29-2051.00	Dietetic Technicians	74	3	170	\$27,270.00	\$7,410.00	13%	7
43-3021.01	Statement Clerks	74	2	1,990	\$27,580.00	\$7,720.00	1%	28
43-3071.00	Tellers	74	2	2,970	\$21,770.00	\$1,910.00	18%	184
51-9061.00	Inspectors, Testers, Sorters, Samplers, and Weighers	74	2	1,700	\$29,700.00	\$9,840.00	-14%	26
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	73	1	310	\$28,060.00	\$8,200.00	-3%	8
43-5071.00	Shipping, Receiving, and Traffic Clerks	73	2	2,660	\$26,320.00	\$6,460.00	-1%	63

Special Occupations:

Top Industries for Mail Clerks and Mail Machine Operators, Except Postal Service



Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Advertising and related services	541800	13.09%	19,902	20,577	3.39%
Employment services	561300	6.47%	9,834	9,148	-6.98%
Newspaper publishers	511110	5.47%	8,311	5,233	-37.03%
Federal government, excluding postal service	919999	4.85%	7,382	5,130	-30.52%
Management of companies and enterprises	551100	3.77%	5,728	4,853	-15.27%
Religious organizations	813100	3.71%	5,649	4,983	-11.79%
Data processing, hosting, and related services	518200	3.58%	5,446	5,411	-0.64%
Colleges, universities, and professional schools, public and private	611300	3.16%	4,809	3,954	-17.77%
Printing and related support activities	323100	2.83%	4,298	2,503	-41.76%
Couriers	492100	2.30%	3,494	2,760	-21.02%
Direct insurance (except life, health, and medical) carriers	524120	2.24%	3,403	2,615	-23.18%
Depository credit intermediation	522100	2.16%	3,284	2,461	-25.06%
Electronic shopping and mail-order houses	454100	1.84%	2,798	2,572	-8.06%
Legal services	541100	1.82%	2,760	2,228	-19.27%
Insurance agencies and brokerages	524210	1.42%	2,165	1,800	-16.86%

Top Industries for Order Fillers, Wholesale and Retail Sales

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%

Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%



TORQ Analysis of Order Fillers, Wholesale and Retail Sales to Counter and Rental Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Order Fillers, Wholesale and Retail Sales	43-5081.04	Abilities:	Importance Level: 50	Weight: 1
To Title:	Counter and Rental Clerks	41-2021.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					79						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	84	Level	82	Level	71						
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Oral Expression	53	18	72	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Speech Clarity	39	9	65								
Speech Recognition	41	7	62								
Trunk Strength	39	5	53								
Near Vision	50	4	56								
Information Ordering	37	2	53								
LEVEL and IMPT (IMPORTANCE) refer to the Target Counter and Rental Clerks. GAP refers to level difference between Order Fillers, Wholesale and Retail Sales and Counter and Rental Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Importance
Oral Comprehension	46 	46 	75 
Oral Expression	35 	53 	72 
Speech Clarity	30 	39 	65 
Speech Recognition	34 	41 	62 
Near Vision	46 	50 	56 
Information Ordering	35 	37 	53 
Trunk Strength	34 	39 	53 

Problem Sensitivity	35	34	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	1%	0%	Master's Degree	0%	0%
2-4 years	0%	3%	Post-Bachelor Cert	0%	0%
1-2 years	7%	2%	Bachelors	0%	0%
6-12 months	12%	3%	AA or Equiv	9%	0%
3-6 months	6%	20%	Some College	8%	0%
1-3 months	2%	0%	Post-Secondary Certificate	0%	0%
0-1 month	2%	3%	High School Diploma or GED	24%	52%
None	66%	66%	No HSD or GED	56%	47%
Order Fillers, Wholesale and Retail Sales			Counter and Rental Clerks		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			1 - Job Zone One: Little or No 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.			No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.		
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 may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.		
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 days to a few months of training. Usually, an experienced worker could show you how to do the job.		

Tasks	
Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks
Core Tasks	Core Tasks



Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail

Generalized Work Activities:

- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- Developing and Building Teams - Encouraging and building mutual trust, respect, and cooperation among team members.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

Specific Tasks

Occupation Specific Tasks:

- Advise customers on use and care of merchandise.
- Allocate equipment to participants in sporting events or recreational activities.
- Answer telephones to provide information and receive orders.
- Compute charges for merchandise or services and receive payments.
- Explain rental fees, policies and procedures.
- Greet customers and discuss the type, quality and quantity of merchandise sought for rental.
- Inspect and adjust rental items to meet needs of customer.
- Keep records of transactions, and of the number of customers entering an establishment.
- Prepare merchandise for display, or for purchase or rental.
- Prepare rental forms, obtaining customer signature and other information, such as required licenses.
- Provide information about rental items, such as availability, operation or description.
- Receive orders for services, such as rentals, repairs, dry cleaning, and storage.
- Receive, examine, and tag articles to be altered, cleaned, stored, or repaired.
- Recommend and provide advice on a wide variety of products and services.
- Rent items, arrange for provision of services to customers and accept returns.
- Reserve items for requested times and keep records of items rented.



accepting orders, or serving them

- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

Detailed Tasks

Detailed Work Activities:

- advise clients or customers
- answer customer or public inquiries
- arrange merchandise display
- balance cash register
- calculate monetary exchange
- calculate rates for organization's products or services
- clean rooms or work areas
- collect deposit or payment
- demonstrate goods or services
- determine specifications
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- inspect products or materials for damage, defects, or shortages
- issue supplies, materials, or equipment
- maintain account records
- maintain records, reports, or files
- manage inventories or supplies
- obtain information from individuals
- process credit transaction
- provide customer service
- receive or disburse cash related to payments received
- reconcile or balance financial records
- rent item to customer
- sell merchandise
- use cash registers
- use computers to enter, access or retrieve data
- use industry terms or concepts
- use knowledge of metric system
- use oral or written communication techniques

Tools - Examples

- Pliers
- Wrenches
- Barcode scanners
- Cash registers
- Delivery trucks
- Desktop computers
- Digital cameras
- Credit card processing equipment



- Handtrucks
- Nut drivers
- Personal computers
- Screwdrivers
- Surveillance cameras
- 35 millimeter cameras
- Wire strippers
- Wire cutters

Labor Market Comparison

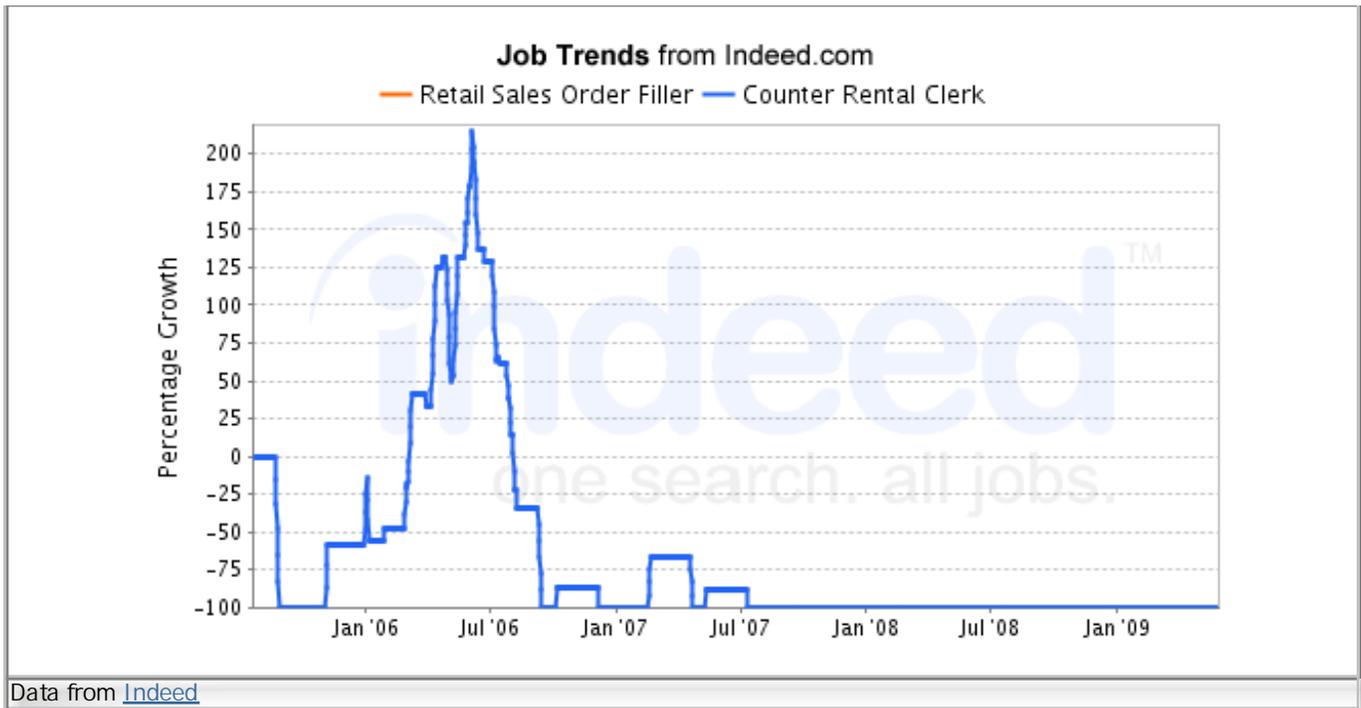
Maine Department of Labor.

Description	Order Fillers, Wholesale and Retail Sales	Counter and Rental Clerks	Difference
Median Wage	\$ 19,860	\$ 19,640	\$(220)
10th Percentile Wage	\$ 15,330	\$ 14,710	\$(620)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 24,350	\$ 26,200	\$ 1,850
90th Percentile Wage	\$ 30,370	\$ 33,000	\$ 2,630
Mean Wage	\$ 21,410	\$ 22,160	\$ 750
Total Employment - 2424	7,670	1,980	-5,690
Employment Base - 2006	7,601	2,022	-5,579
Projected Employment - 2433	6,921	2,277	-4,644
Projected Job Growth - 2006-2433	-8.9 %	12.6 %	21.5 %
Projected Annual Openings - 2006-2433	180	103	-77
Special			

Special Occupations:

National Job Posting Trends

Trend for Order Fillers, Wholesale and Retail Sales and Counter and Rental Clerks



Programs

Related Programs

Selling Skills and Sales Operations

Selling Skills and Sales Operations. A program that prepares individuals to possess the skills associated with direct promotion of products and services to potential customers and to function as independent sales representatives and managers. Includes instruction in consumer psychology, image projection, public speaking and interpersonal communications, sales organization and operations, customer relations, professional standards and ethics, and applicable technical skills.

No information on schools for the program

Maine Statewide Promotion Opportunities for Order Fillers, Wholesale and Retail Sales

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5081.04	Order Fillers, Wholesale and Retail Sales	100	2	7,670	\$19,860.00	\$0.00	-9%	180	
43-5081.03	Stock Clerks-Stockroom, Warehouse, or Storage Yard	80	1	7,670	\$19,860.00	\$0.00	-9%	180	
43-9051.00	Mail Clerks and Mail Machine Operators, Except Postal Service	79	1	490	\$23,250.00	\$3,390.00	-19%	13	



43-5081.02	Marking Clerks	78	2	7,670	\$19,860.00	\$0.00	-9%	180
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	78	2	970	\$41,950.00	\$22,090.00	-12%	10
43-5051.00	Postal Service Clerks	76	2	580	\$44,780.00	\$24,920.00	-3%	13
41-2031.00	Retail Salespersons	75	2	18,460	\$22,050.00	\$2,190.00	4%	677
41-9041.00	Telemarketers	75	2	1,670	\$23,680.00	\$3,820.00	-18%	59
43-5081.01	Stock Clerks, Sales Floor	75	1	7,670	\$19,860.00	\$0.00	-9%	180
43-3021.01	Statement Clerks	74	2	1,990	\$27,580.00	\$7,720.00	1%	28
43-3071.00	Tellers	74	2	2,970	\$21,770.00	\$1,910.00	18%	184
51-9061.00	Inspectors, Testers, Sorters, Samplers, and Weighers	74	2	1,700	\$29,700.00	\$9,840.00	-14%	26
29-2051.00	Dietetic Technicians	74	3	170	\$27,270.00	\$7,410.00	13%	7
43-9061.00	Office Clerks, General	73	2	13,910	\$24,040.00	\$4,180.00	5%	339
51-6041.00	Shoe and Leather Workers and Repairers	73	2	90	\$25,030.00	\$5,170.00	-19%	3

Special Occupations:

Top Industries for Counter and Rental Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Consumer goods rental	532200	20.03%	95,468	114,217	19.64%
Drycleaning and laundry services	812300	11.77%	56,113	61,729	10.01%
Automotive equipment rental and leasing	532100	10.16%	48,425	60,440	24.81%
Automobile dealers	441100	6.97%	33,229	41,464	24.78%
Lessors of real estate	531100	6.96%	33,164	40,193	21.19%
Personal care services	812100	3.04%	14,494	17,551	21.09%
Automotive parts, accessories, and tire stores	441300	2.54%	12,107	12,993	7.32%



General rental centers	532300	2.46%	11,723	14,245	21.51%
Activities related to real estate	531300	2.37%	11,297	15,837	40.18%
Commercial and industrial machinery and equipment rental and leasing	532400	2.26%	10,776	14,484	34.41%
Automotive mechanical and electrical repair and maintenance	811110	2.13%	10,129	13,228	30.60%
Grocery stores	445100	2.10%	10,011	12,014	20.02%
Fitness and recreational sports centers	713940	1.63%	7,776	11,397	46.57%
Building material and supplies dealers	444100	1.61%	7,678	10,793	40.57%
Self-employed workers, primary job	000601	0.96%	4,555	5,338	17.19%

Top Industries for Order Fillers, Wholesale and Retail Sales

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%



TORQ Analysis of Order Fillers, Wholesale and Retail Sales to Postal Service Mail Sorters, Processors, and Processing Machine Operators

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Order Fillers, Wholesale and Retail Sales	43-5081.04	Abilities:	Importance Level: 50	Weight: 1
To Title:	Postal Service Mail Sorters, Processors, and Processing Machine Operators	43-5053.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS												
Grand TORQ:											78	
Ability TORQ				Skills TORQ				Knowledge TORQ				
Level		73		Level		84		Level		77		
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add				
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt	
Finger Dexterity	37	21	53	No Skills Upgrade Required!				No Knowledge Upgrades Required!				
Static Strength	46	21	50									
Oral Expression	46	11	53									
Manual Dexterity	44	7	56									
Speech Clarity	37	7	56									
Near Vision	51	5	62									
Perceptual Speed	34	6	50									
Speech Recognition	37	3	50									
Selective Attention	37	2	50									
LEVEL and IMPT (IMPORTANCE) refer to the Target Postal Service Mail Sorters, Processors, and Processing Machine Operators. GAP refers to level difference between Order Fillers, Wholesale and Retail Sales and Postal Service Mail Sorters, Processors, and Processing Machine Operators.												

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Order Fillers, Wholesale and Retail Sales	Postal Service Mail Sorters, Processors, and Processing Machine Operators	Importance
Near Vision	46	51	62



Written Comprehension	42	41	56
Category Flexibility	42	39	56
Manual Dexterity	37	44	56
Speech Clarity	30	37	56
Oral Expression	35	46	53
Information Ordering	35	34	53
Finger Dexterity	16	37	53
Oral Comprehension	46	46	50
Problem Sensitivity	35	34	50
Perceptual Speed	28	34	50
Selective Attention	35	37	50
Static Strength	25	46	50
Speech Recognition	34	37	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Order Fillers, Wholesale and Retail Sales	Postal Service Mail Sorters, Processors, and Processing Machine Operators	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Postal Service Mail Sorters, Processors, and Processing Machine Operators	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Order Fillers, Wholesale and Retail Sales	Postal Service Mail Sorters, Processors, and Processing Machine Operators	Description	Order Fillers, Wholesale and Retail Sales	Postal Service Mail Sorters, Processors, and Processing Machine Operators
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	1%	0%	Master's Degree	0%	0%
2-4 years	0%	0%	Post-Bachelor Cert	0%	0%
1-2 years	7%	0%	Bachelors	0%	0%
6-12 months	12%	3%	AA or Equiv	9%	0%
3-6 months	6%	18%	Some College	8%	0%
1-3 months	2%	23%	Post-Secondary Certificate	0%	4%
0-1 month	2%	0%	High School Diploma or GED	24%	39%
None	66%	55%	No HSD or GED	56%	54%
Order Fillers, Wholesale and Retail Sales			Postal Service Mail Sorters, Processors, and Processing Machine Operators		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-term on-the-job training		



Job Zone Comparison

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

Tasks

Order Fillers, Wholesale and Retail Sales	Postal Service Mail Sorters, Processors, and Processing Machine Operators
Core Tasks	Core Tasks
Generalized Work Activities: <ul style="list-style-type: none"> • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. • Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work. • Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things. 	Generalized Work Activities: <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things. • Performing General Physical Activities - Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials. • Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
Specific Tasks	Specific Tasks
Occupation Specific Tasks: <ul style="list-style-type: none"> • Change the price of books in a warehouse. • Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies. • Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument. • Keep records of production, returned goods, and related transactions. • Mark selling price by hand on boxes containing merchandise. • Pin, paste, sew, tie, or staple tickets, tags, or labels to article. • Put price information on tickets, marking by hand or using ticket-printing machine. • Record number and types of articles 	Occupation Specific Tasks: <ul style="list-style-type: none"> • Accept and check containers of mail from large volume mailers, couriers, and contractors. • Bundle, label, and route sorted mail to designated areas depending on destinations and according to established procedures and deadlines. • Cancel letter or parcel post stamps by hand. • Check items to ensure that addresses are legible and correct, that sufficient postage has been paid or the appropriate documentation is attached, and that items are in a suitable condition for processing. • Clear jams in sorting equipment. • Direct items according to established routing schemes, using computer controlled keyboards or voice recognition equipment.



marked and pack articles in boxes.

- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

- Distribute incoming mail into the correct boxes or pigeonholes.

- Dump sacks of mail onto conveyors for culling and sorting.
- Load and unload mail trucks, sometimes lifting containers of mail onto equipment that transports items to sorting stations.
- Move containers of mail, using equipment such as forklifts and automated "trains."
- Open and label mail containers.
- Operate various types of equipment, such as computer scanning equipment, addressographs, mimeographs, optical character readers, and bar-code sorters.
- Rewrap soiled or broken parcels.
- Search directories to find correct addresses for redirected mail.
- Serve the public at counters or windows, such as by selling stamps and weighing parcels.
- Sort odd-sized mail by hand, sort mail that other workers have been unable to sort, and segregate items requiring special handling.
- Supervise other mail sorters.
- Train new workers.
- Weigh articles to determine required postage.

Detailed Tasks

Detailed Work Activities:

- calculate monetary exchange
- conduct training for personnel
- direct and coordinate activities of workers or staff
- distribute correspondence or mail
- insert mail into slots of mail rack
- inspect machinery or equipment to determine adjustments or repairs needed
- inspect mail preparation or handling machine output for defects
- inspect outgoing mail for conformance to standards or accuracy
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- make minor repairs to mechanical equipment
- measure, weigh, or count products or materials
- monitor operation of mail preparation or handling machines
- operate alpha or numeric mail sorting systems
- operate scanner
- process mail through postage machine
- provide customer service
- sell products or services



- sort mail letters or packages
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Labor Market Comparison

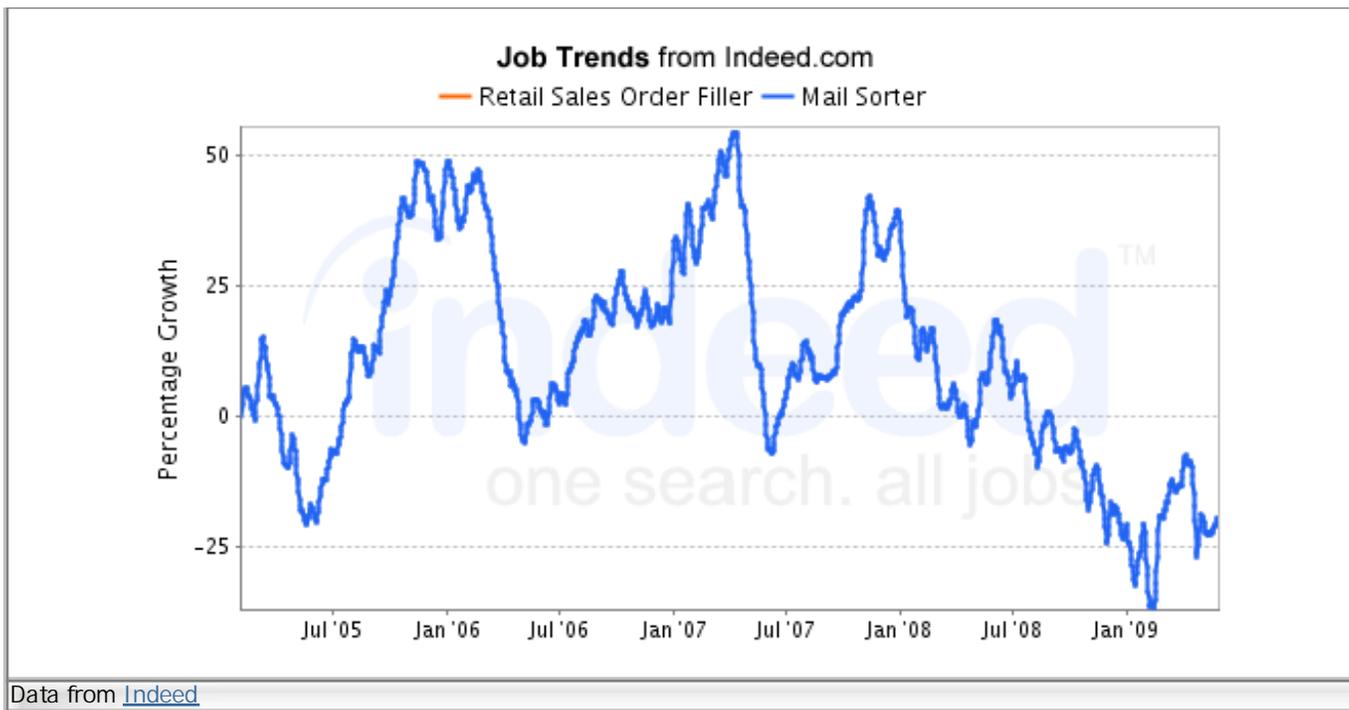
Maine Department of Labor.

Description	Order Fillers, Wholesale and Retail Sales	Postal Service Mail Sorters, Processors, and Processing Machine Operators	Difference
Median Wage	\$ 19,860	\$ 41,950	\$ 22,090
10th Percentile Wage	\$ 15,330	\$ 20,940	\$ 5,610
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 24,350	\$ 46,460	\$ 22,110
90th Percentile Wage	\$ 30,370	\$ 49,170	\$ 18,800
Mean Wage	\$ 21,410	\$ 37,630	\$ 16,220
Total Employment - 2424	7,670	970	-6,700
Employment Base - 2006	7,601	961	-6,640
Projected Employment - 2433	6,921	845	-6,076
Projected Job Growth - 2006-2433	-8.9 %	-12.1 %	-3.1 %
Projected Annual Openings - 2006-2433	180	10	-170
Special			

Special Occupations:

National Job Posting Trends

Trend for Order Fillers, Wholesale and Retail Sales and Postal Service Mail Sorters, Processors, and Processing Machine Operators



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

Maine Statewide Promotion Opportunities for Order Fillers, Wholesale and Retail Sales									
O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
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51-6041.00	Shoe and Leather Workers and Repairers	73	2	90	\$25,030.00	\$5,170.00	-19%	3

Special Occupations:

Top Industries for Postal Service Mail Sorters, Processors, and Processing Machine Operators

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Postal service	491100	99.96%	197,637	181,070	-8.38%

Top Industries for Order Fillers, Wholesale and Retail Sales



Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%

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)