



TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to Insurance Policy Processing Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	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:								87			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level		90	Level		85	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
Written Comprehension	55	11	81	No Skills Upgrade Required!				Clerical	82	33	84
Near Vision	62	12	68					Customer and Personal Service	74	23	86
Written Expression	50	11	68								
Deductive Reasoning	53	11	59								
Oral Expression	57	9	65								
Information Ordering	50	8	72								
Inductive Reasoning	48	9	56								
Speech Clarity	42	7	68								
Problem Sensitivity	48	6	68								
Speech Recognition	48	2	65								
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Insurance Policy Processing Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Policy Processing Clerks	Importance
Written Comprehension	44	55	81



Information Ordering	42	50	72
Written Expression	39	50	68
Problem Sensitivity	42	48	68
Near Vision	50	62	68
Speech Clarity	35	42	68
Oral Comprehension	50	50	65
Oral Expression	48	57	65
Speech Recognition	46	48	65
Deductive Reasoning	42	53	59
Inductive Reasoning	39	48	56
Selective Attention	48	37	56
Category Flexibility	44	42	50
Finger Dexterity	37	30	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Policy Processing Clerks	Importance
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Policy Processing Clerks	Importance
Customer and Personal Service	51	74	86
Clerical	49	82	84

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Policy Processing Clerks	Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Policy Processing Clerks
10+ years	14%	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	17%	5%	Master's Degree	0%	0%
2-4 years	15%	7%	Post-Bachelor Cert	0%	0%
1-2 years	14%	46%	Bachelors	0%	0%
6-12 months	17%	16%	AA or Equiv	9%	15%
3-6 months	1%	9%	Some College	23%	12%
1-3 months	2%	3%	Post-Secondary Certificate	6%	11%
0-1 month	2%	0%	High School Diploma or GED	60%	61%
None	14%	10%	No HSD or GED	0%	0%



Most Common Educational/Training Requirement:	
Short-term on-the-job training	Moderate-term on-the-job training
Job Zone Comparison	
1 - Job Zone One: Little or No Preparation Needed	2 - Job Zone Two: Some Preparation Needed
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.	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 may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.	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 days to a few months of training. Usually, an experienced worker could show you how to do the job.	Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

Tasks	
Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Policy Processing Clerks
Core Tasks	Core Tasks
Generalized Work Activities:	Generalized Work Activities:
<ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. 	<ul style="list-style-type: none"> • 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	Specific Tasks
Occupation Specific Tasks:	Occupation Specific Tasks:
<ul style="list-style-type: none"> • Collect or prepare measurement, weight, or identification labels; and attach them to products. • Collect product samples and prepare them for laboratory analysis or testing. • Communicate with customers and vendors to exchange information regarding products, materials, and services. • Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights. 	<ul style="list-style-type: none"> • 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



- Compute product totals and charges for shipments.
- Count or estimate quantities of materials, parts, or products received or shipped.
- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.
- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or hand trucks.
- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data

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

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

Detailed Tasks

Detailed Work Activities:

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

Tools - Examples

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



- confer with vendors
- convey cargo by hand truck
- direct and coordinate activities of workers or staff
- inspect products or materials for damage, defects, or shortages
- interview customers
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Labor Market Comparison

Maine Department of Labor.

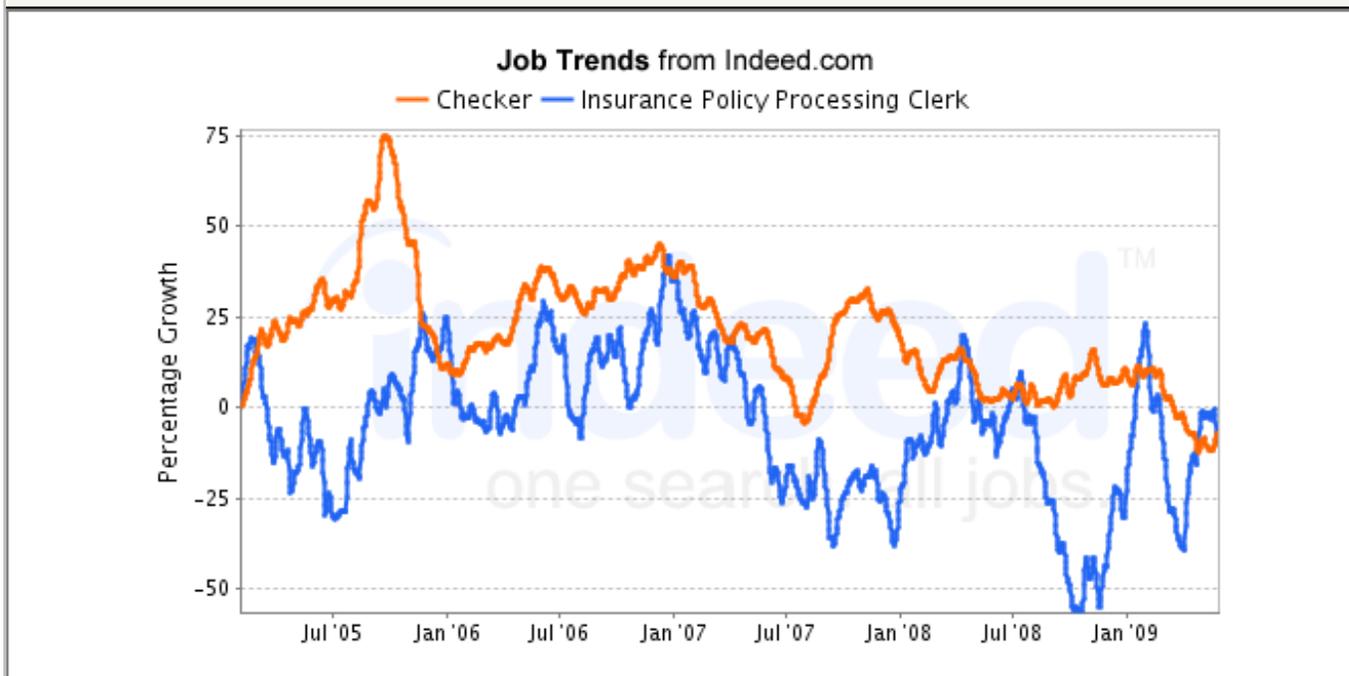
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 28,060	\$ 31,380	\$ 3,320
10th Percentile Wage	\$ 20,110	\$ 24,090	\$ 3,980
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 36,980	\$ 3,210
90th Percentile Wage	\$ 37,710	\$ 42,620	\$ 4,910
Mean Wage	\$ 28,450	\$ 32,190	\$ 3,740
Total Employment - 2425	310	1,810	1,500
Employment Base - 2006	302	1,849	1,547



Projected Employment - 2434	292	1,699	1,407
Projected Job Growth - 2006-2434	-3.3 %	-8.1 %	-4.8 %
Projected Annual Openings - 2006-2434	8	22	14
Special			
Special Occupations:			

National Job Posting Trends

Trend for Weighers, Measurers, Checkers, and Samplers, Recordkeeping 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	www.nmcc.edu



Maine Statewide Promotion Opportunities for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	100	1	310	\$28,060.00	\$0.00	-3%	8	
43-9041.02	Insurance Policy Processing Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-9041.01	Insurance Claims Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-5051.00	Postal Service Clerks	85	2	580	\$44,780.00	\$16,720.00	-3%	13	
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	84	3	7,220	\$29,840.00	\$1,780.00	6%	177	
13-2053.00	Insurance Underwriters	83	3	460	\$56,090.00	\$28,030.00	-1%	12	
29-2071.00	Medical Records and Health Information Technicians	83	3	760	\$29,180.00	\$1,120.00	16%	34	
43-3051.00	Payroll and Timekeeping Clerks	83	3	650	\$30,470.00	\$2,410.00	-3%	17	
43-4141.00	New Accounts Clerks	83	2	210	\$28,080.00	\$20.00	-14%	6	
43-6014.00	Secretaries, Except Legal, Medical, and Executive	83	2	10,400	\$28,260.00	\$200.00	-6%	172	
43-5011.00	Cargo and Freight Agents	83	2	170	\$40,360.00	\$12,300.00	5%	5	
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	83	2	970	\$41,950.00	\$13,890.00	-12%	10	



43-4011.00	Brokerage Clerks	82	3	270	\$39,120.00	\$11,060.00	-13%	8
43-4131.00	Loan Interviewers and Clerks	82	2	770	\$28,060.00	\$0.00	-9%	14
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	82	3	510	\$30,330.00	\$2,270.00	12%	10

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 Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%



Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%
Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%
Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production; primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%



TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to Insurance Claims Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	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:												87		
Ability TORQ				Skills TORQ				Knowledge TORQ						
Level				91	Level				87	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			
Written Comprehension	55	11	78	No Skills Upgrade Required!				Clerical	71	22	83			
Speech Clarity	46	11	68					Personnel and Human Resources	27	7	79			
Oral Expression	57	9	72											
Written Expression	48	9	65											
Speech Recognition	53	7	72											
Near Vision	57	7	65											
Information Ordering	48	6	62											
Inductive Reasoning	46	7	50											
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Oral Comprehension	53	3	68											
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Insurance Claims Clerks.														

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
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Skill Level Comparison - Abilities with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Importance
Clerical	49	71	83
Personnel and Human Resources	20	27	79

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
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Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Insurance Claims Clerks

Most Common Educational/Training Requirement:

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Moderate-term on-the-job training



Job Zone Comparison

1 - Job Zone One: Little or No Preparation Needed	2 - Job Zone Two: Some Preparation Needed
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Tasks

Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks
Core Tasks	Core Tasks
<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. 	<p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • 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.
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- Count or estimate quantities of materials, parts, or products received or shipped.
- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
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Detailed Tasks

Detailed Work Activities:

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- convey cargo by hand truck

coverage.

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Detailed Tasks

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- maintain telephone logs
- obtain information from individuals
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- 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
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- type letters or correspondence
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Tools - Examples

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



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- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Labor Market Comparison

Maine Department of Labor.

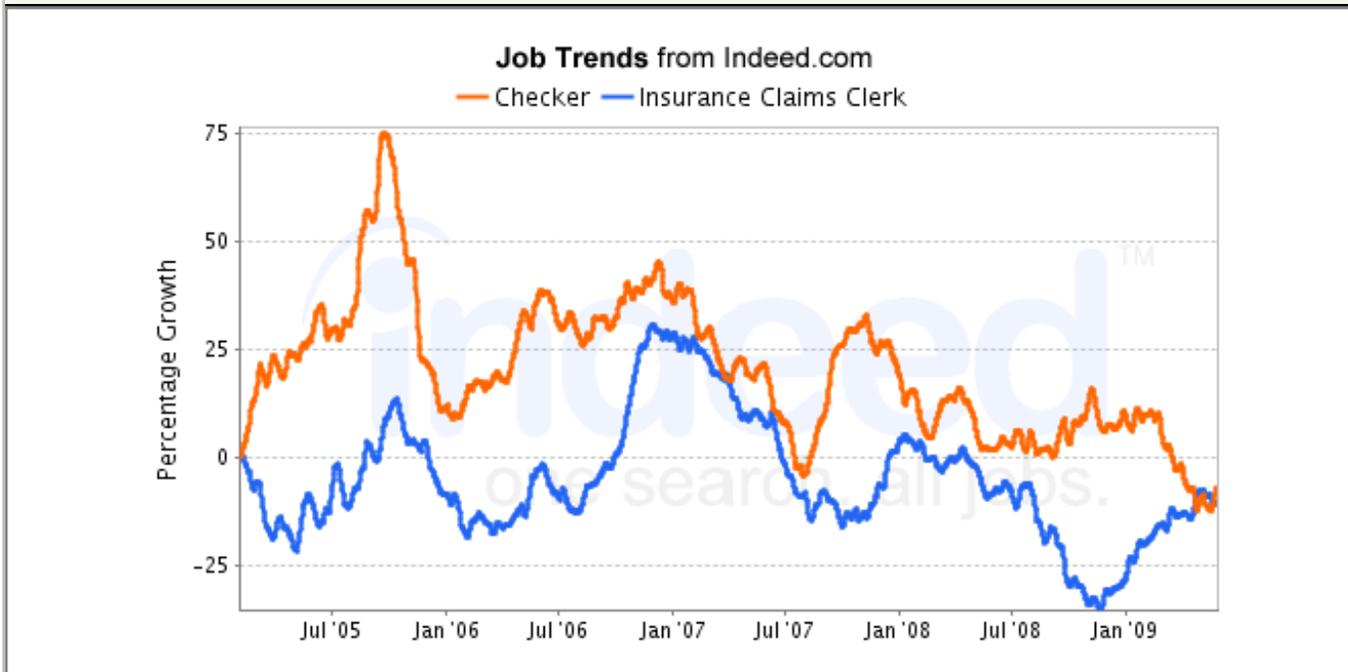
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Insurance Claims Clerks	Difference
Median Wage	\$ 28,060	\$ 31,380	\$ 3,320
10th Percentile Wage	\$ 20,110	\$ 24,090	\$ 3,980
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 36,980	\$ 3,210
90th Percentile Wage	\$ 37,710	\$ 42,620	\$ 4,910
Mean Wage	\$ 28,450	\$ 32,190	\$ 3,740
Total Employment - 2425	310	1,810	1,500
Employment Base - 2006	302	1,849	1,547
Projected Employment - 2434	292	1,699	1,407



Projected Job Growth - 2006-2434	-3.3 %	-8.1 %	-4.8 %
Projected Annual Openings - 2006-2434	8	22	14
Special			
Special Occupations:			

National Job Posting Trends

Trend for Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Insurance Claims Clerks



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

Programs

Related Programs

General Office/Clerical and Typing Services

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

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

Maine Statewide Promotion Opportunities for Weighers, Measurers, Checkers, and Samplers, Recordkeeping



O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	100	1	310	\$28,060.00	\$0.00	-3%	8	
43-9041.02	Insurance Policy Processing Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-9041.01	Insurance Claims Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-5051.00	Postal Service Clerks	85	2	580	\$44,780.00	\$16,720.00	-3%	13	
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	84	3	7,220	\$29,840.00	\$1,780.00	6%	177	
13-2053.00	Insurance Underwriters	83	3	460	\$56,090.00	\$28,030.00	-1%	12	
43-6014.00	Secretaries, Except Legal, Medical, and Executive	83	2	10,400	\$28,260.00	\$200.00	-6%	172	
43-5011.00	Cargo and Freight Agents	83	2	170	\$40,360.00	\$12,300.00	5%	5	
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	83	2	970	\$41,950.00	\$13,890.00	-12%	10	
29-2071.00	Medical Records and Health Information Technicians	83	3	760	\$29,180.00	\$1,120.00	16%	34	
43-3051.00	Payroll and Timekeeping Clerks	83	3	650	\$30,470.00	\$2,410.00	-3%	17	
43-4141.00	New Accounts Clerks	83	2	210	\$28,080.00	\$20.00	-14%	6	
43-4011.00	Brokerage Clerks	82	3	270	\$39,120.00	\$11,060.00	-13%	8	
43-4131.00	Loan Interviewers and Clerks	82	2	770	\$28,060.00	\$0.00	-9%	14	



43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	82	3	510	\$30,330.00	\$2,270.00	12%	10
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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 Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%
Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%



Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%
Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production: primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%



TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to Office Clerks, General

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Office Clerks, General	43-9061.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								87			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level		91	Level		89	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
Oral Expression	57	9	72	No Skills Upgrade Required!				Clerical	79	30	74
Speech Recognition	55	9	65					Customer and Personal Service	62	11	76
Speech Clarity	42	7	65								
Near Vision	57	7	62								
Written Expression	46	7	50								
Written Comprehension	48	4	62								
Number Facility	39	4	56								
Problem Sensitivity	46	4	50								
LEVEL and IMPT (IMPORTANT) refer to the Target Office Clerks, General. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Office Clerks, General.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Office Clerks, General	Importance
Oral Comprehension	50	50	78
Oral Expression	48	57	72
Speech Recognition	46	55	65
Speech Clarity	35	42	65



Written Comprehension	44	48	62
Near Vision	50	57	62
Information Ordering	42	42	56
Number Facility	35	39	56
Mathematical Reasoning	35	35	53
Selective Attention	48	37	53
Written Expression	39	46	50
Problem Sensitivity	42	46	50
Category Flexibility	44	42	50
Perceptual Speed	37	37	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Office Clerks, General	Importance
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Office Clerks, General	Importance
Customer and Personal Service	51	62	76
Clerical	49	79	74

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Office Clerks, General	Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Office Clerks, General
10+ years	14%	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	17%	6%	Master's Degree	0%	0%
2-4 years	15%	3%	Post-Bachelor Cert	0%	0%
1-2 years	14%	48%	Bachelors	0%	0%
6-12 months	17%	12%	AA or Equiv	9%	12%
3-6 months	1%	6%	Some College	23%	21%
1-3 months	2%	1%	Post-Secondary Certificate	6%	14%
0-1 month	2%	1%	High School Diploma or GED	60%	47%
None	14%	19%	No HSD or GED	0%	4%

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Office Clerks, General

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

1 - Job Zone One: Little or No Preparation Needed

2 - Job Zone Two: Some Preparation Needed



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.

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

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 days to a few months of training. Usually, an experienced worker could show you how to do the job.

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

Tasks

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Office Clerks, General

Core Tasks

Core Tasks

Generalized Work Activities:

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Specific Tasks

Specific Tasks

Occupation Specific Tasks:

Occupation Specific Tasks:

- Collect or prepare measurement, weight, or identification labels; and attach them to products.
- Collect product samples and prepare them for laboratory analysis or testing.
- Communicate with customers and vendors to exchange information regarding products, materials, and services.
- Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights.
- Compute product totals and charges for shipments.
- Count or estimate quantities of materials, parts, or products received or shipped.

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage



- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.
- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or hand trucks.
- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data
- confer with vendors
- convey cargo by hand truck
- direct and coordinate activities of workers or staff

calendars and arrange appointments.

- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Make travel arrangements for office personnel.
- Monitor and direct the work of lower-level clerks.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Process and prepare documents, such as business or government forms and expense reports.
- Review files, records, and other documents to obtain information to respond to requests.
- Train other staff members to perform work activities, such as using computer applications.
- Troubleshoot problems involving office equipment, such as computer hardware and software.
- Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data



- inspect products or materials for damage, defects, or shortages
- interview customers
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques
- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks
- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints



- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or repair manuals
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Maine Department of Labor.

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Office Clerks, General	Difference
Median Wage	\$ 28,060	\$ 24,040	\$(4,020)
10th Percentile Wage	\$ 20,110	\$ 15,370	\$(4,740)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 29,520	\$(4,250)
90th Percentile Wage	\$ 37,710	\$ 34,880	\$(2,830)
Mean Wage	\$ 28,450	\$ 24,580	\$(3,870)
Total Employment - 2425	310	13,910	13,600
Employment Base - 2006	302	14,238	13,936
Projected Employment - 2434	292	15,020	14,728
Projected Job Growth - 2006-2434	-3.3 %	5.5 %	8.8 %



Projected Annual Openings - 2006-2434	8	339	331
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.

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Special Occupations:

Top Industries for Office Clerks, General

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%
General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%
Offices of physicians	621100	2.61%	83,460	113,946	36.53%
Religious organizations	813100	1.96%	62,566	73,970	18.23%
Management of companies and enterprises	551100	1.74%	55,727	63,288	13.57%
Legal services	541100	1.54%	49,191	58,552	19.03%
Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%
Junior colleges, public and private	611200	1.45%	46,336	50,439	8.86%
Insurance agencies and brokerages	524210	1.36%	43,651	48,643	11.44%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%

Top Industries for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%
Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
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Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%



Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%
Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production: primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%



TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to Switchboard Operators, Including Answering Service

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Switchboard Operators, Including Answering Service	43-2011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS														
Grand TORQ:												87		
Ability TORQ				Skills TORQ				Knowledge TORQ						
Level				89	Level				86	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	62	16	78	Active Listening	58	5	83	Customer and Personal Service	66	15	75			
Speech Clarity	51	16	75	Critical Thinking	61	4	78							
Oral Expression	50	2	75											
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Switchboard Operators, Including Answering Service. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Switchboard Operators, Including Answering Service.</p>														

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Importance
Speech Recognition	46	62	78
Oral Comprehension	50	48	75
Oral Expression	48	50	75
Speech Clarity	35	51	75
Problem Sensitivity	42	37	59
Written Comprehension	44	37	53



Selective Attention	48	34	53
Written Expression	39	34	50
Deductive Reasoning	42	34	50
Information Ordering	42	34	50
Category Flexibility	44	37	50
Near Vision	50	42	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Importance
Active Listening	53	58	83
Critical Thinking	57	61	78

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Importance
Customer and Personal Service	51	66	75

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service
10+ years	14%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	6%	Post-Masters Cert	0%	0%
4-6 years	17%	0%	Master's Degree	0%	0%
2-4 years	15%	7%	Post-Bachelor Cert	0%	0%
1-2 years	14%	22%	Bachelors	0%	6%
6-12 months	17%	11%	AA or Equiv	9%	5%
3-6 months	1%	19%	Some College	23%	16%
1-3 months	2%	7%	Post-Secondary Certificate	6%	5%
0-1 month	2%	5%	High School Diploma or GED	60%	59%
None	14%	19%	No HSD or GED	0%	6%

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Switchboard Operators, Including Answering Service

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

1 - Job Zone One: Little or No Preparation Needed

2 - Job Zone Two: Some Preparation Needed



<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>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 may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.</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 days to a few months of training. Usually, an experienced worker could show you how to do the job.</p>	<p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>

Tasks

Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service
<p>Core Tasks</p> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. 	<p>Core Tasks</p> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • 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. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • 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.
<p>Specific Tasks</p> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Collect or prepare measurement, weight, or identification labels; and attach them to products. • Collect product samples and prepare them for laboratory analysis or testing. • Communicate with customers and vendors to exchange information regarding products, materials, and services. • Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights. • Compute product totals and charges for shipments. • Count or estimate quantities of materials, parts, or products received or shipped. 	<p>Specific Tasks</p> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary. • Answer simple questions about clients' businesses, using reference files. • Complete forms for sales orders. • Contact security staff members when necessary, using radio-telephones. • Keep records of calls placed and charges incurred. • Monitor alarm systems in order to ensure that secure conditions are maintained. • Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.



- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.
- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or hand trucks.
- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data
- confer with vendors
- convey cargo by hand truck
- direct and coordinate activities of workers or staff

- Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.
- Perform clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail.
- Place telephone calls or arrange conference calls as instructed.
- Record messages, suggesting rewording for clarity and conciseness.
- Relay and route written and verbal messages.
- Route emergency calls appropriately.
- Stamp messages with time and date, and file them appropriately.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- date stamp messages, mail, or other information
- ensure correct grammar, punctuation, or spelling
- maintain telephone logs
- operate business machines
- perform clerical duties including typing, accepting orders, or sorting mail
- route multi-line telephone calls
- take messages
- transcribe spoken or written information
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques



- inspect products or materials for damage, defects, or shortages
- interview customers
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

Labor Market Comparison

Maine Department of Labor.

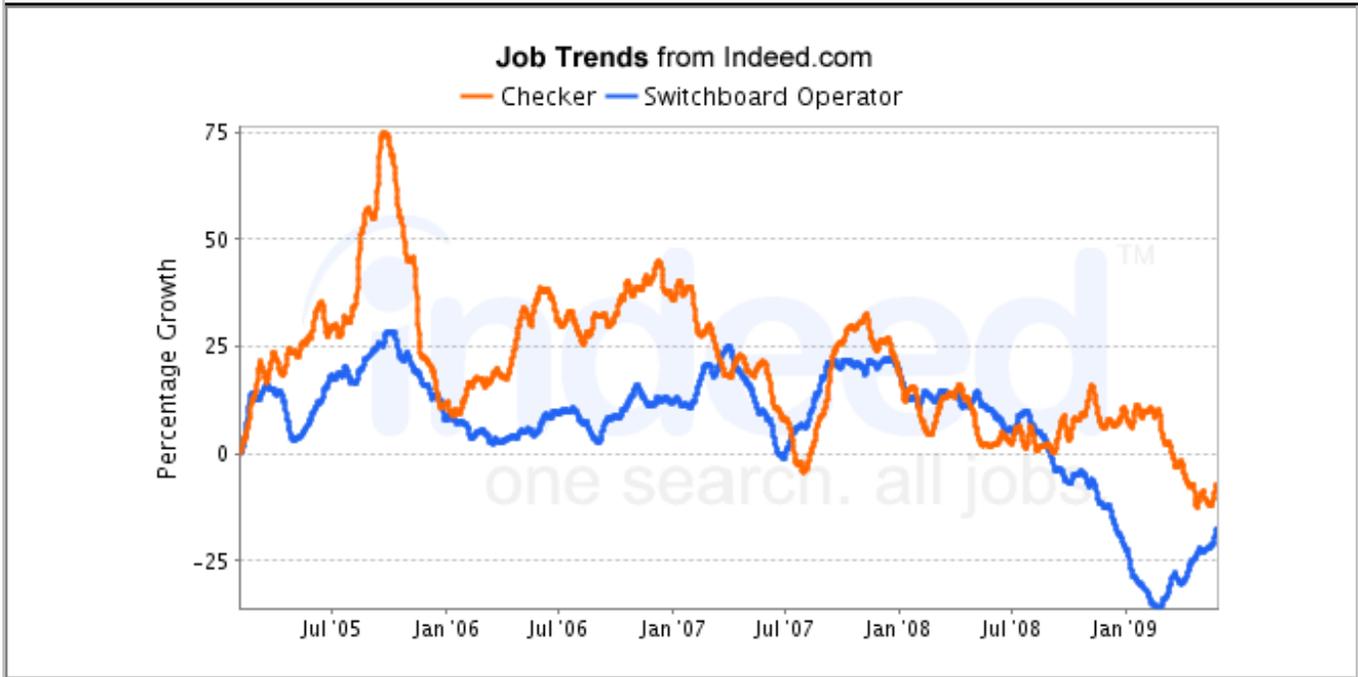
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Switchboard Operators, Including Answering Service	Difference
Median Wage	\$ 28,060	\$ 22,920	\$(5,140)
10th Percentile Wage	\$ 20,110	\$ 17,730	\$(2,380)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 26,520	\$(7,250)
90th Percentile Wage	\$ 37,710	\$ 30,650	\$(7,060)
Mean Wage	\$ 28,450	\$ 23,460	\$(4,990)
Total Employment - 2425	310	840	530
Employment Base - 2006	302	852	550



Projected Employment - 2434	292	753	461
Projected Job Growth - 2006-2434	-3.3 %	-11.6 %	-8.3 %
Projected Annual Openings - 2006-2434	8	18	10
Special			
Special Occupations:			

National Job Posting Trends

Trend for Weighers, Measurers, Checkers, and Samplers, Recordkeeping and Switchboard Operators, Including Answering Service



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

Programs

Related Programs

Receptionist

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

No information on schools for the program

Maine Statewide Promotion Opportunities for Weighers, Measurers, Checkers, and Samplers, Recordkeeping



O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	100	1	310	\$28,060.00	\$0.00	-3%	8	
43-9041.02	Insurance Policy Processing Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-9041.01	Insurance Claims Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-5051.00	Postal Service Clerks	85	2	580	\$44,780.00	\$16,720.00	-3%	13	
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	84	3	7,220	\$29,840.00	\$1,780.00	6%	177	
13-2053.00	Insurance Underwriters	83	3	460	\$56,090.00	\$28,030.00	-1%	12	
29-2071.00	Medical Records and Health Information Technicians	83	3	760	\$29,180.00	\$1,120.00	16%	34	
43-3051.00	Payroll and Timekeeping Clerks	83	3	650	\$30,470.00	\$2,410.00	-3%	17	
43-4141.00	New Accounts Clerks	83	2	210	\$28,080.00	\$20.00	-14%	6	
43-6014.00	Secretaries, Except Legal, Medical, and Executive	83	2	10,400	\$28,260.00	\$200.00	-6%	172	
43-5011.00	Cargo and Freight Agents	83	2	170	\$40,360.00	\$12,300.00	5%	5	
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	83	2	970	\$41,950.00	\$13,890.00	-12%	10	
43-4011.00	Brokerage Clerks	82	3	270	\$39,120.00	\$11,060.00	-13%	8	
43-4131.00	Loan Interviewers and Clerks	82	2	770	\$28,060.00	\$0.00	-9%	14	



43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	82	3	510	\$30,330.00	\$2,270.00	12%	10
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Special Occupations:

Top Industries for Switchboard Operators, Including Answering Service

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
General medical and surgical hospitals, public and private	622100	13.37%	23,724	21,012	-11.43%
Telephone call centers	561420	11.10%	19,693	16,430	-16.57%
Automobile dealers	441100	7.80%	13,835	12,555	-9.25%
Offices of physicians	621100	7.27%	12,900	13,002	0.79%
Employment services	561300	4.56%	8,097	7,699	-4.91%
Local government, excluding education and hospitals	939300	3.28%	5,817	5,228	-10.13%
Legal services	541100	2.75%	4,874	4,283	-12.13%
Depository credit intermediation	522100	2.74%	4,865	3,968	-18.44%
Management of companies and enterprises	551100	2.25%	3,994	3,683	-7.78%
Nursing care facilities	623100	1.75%	3,101	2,696	-13.06%
Religious organizations	813100	1.64%	2,909	2,793	-3.99%
Insurance agencies and brokerages	524210	1.42%	2,525	2,285	-9.51%
Offices of real estate agents and brokers	531200	1.24%	2,199	2,143	-2.56%
Community care facilities for the elderly	623300	1.04%	1,842	2,251	22.22%
Direct insurance (except life, health, and medical) carriers	524120	0.98%	1,733	1,449	-16.38%

Top Industries for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%
Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%
Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%



Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production; primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%



TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to License Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								86			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level		91	Level		82	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
Written Expression	48	9	65	Active Listening	62	9	83	Personnel and Human Resources	33	13	76
Speech Clarity	44	9	62								
Written Comprehension	50	6	72								
Oral Expression	53	5	75								
Inductive Reasoning	42	3	50								
Deductive Reasoning	44	2	50								
Information Ordering	44	2	50								
Oral Comprehension	51	1	75								
Near Vision	51	1	59								
LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and License Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	License Clerks	Importance
Oral Comprehension	50	51	75
Oral Expression	48	53	75



Written Comprehension	44	50	72
Written Expression	39	48	65
Speech Recognition	46	41	62
Speech Clarity	35	44	62
Near Vision	50	51	59
Problem Sensitivity	42	42	53
Deductive Reasoning	42	44	50
Inductive Reasoning	39	42	50
Information Ordering	42	44	50
Selective Attention	48	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	License Clerks	Importance
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Active Listening	53	62	83
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	License Clerks	Importance
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Personnel and Human Resources	20	33	76
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Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	License Clerks	Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	License Clerks
10+ years	14%	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	17%	0%	Master's Degree	0%	0%
2-4 years	15%	24%	Post-Bachelor Cert	0%	0%
1-2 years	14%	25%	Bachelors	0%	0%
6-12 months	17%	10%	AA or Equiv	9%	3%
3-6 months	1%	24%	Some College	23%	37%
1-3 months	2%	0%	Post-Secondary Certificate	6%	5%
0-1 month	2%	0%	High School Diploma or GED	60%	54%
None	14%	15%	No HSD or GED	0%	0%

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

License Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

1 - Job Zone One: Little or No Preparation Needed

2 - Job Zone Two: Some Preparation Needed



<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>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 may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.</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 days to a few months of training. Usually, an experienced worker could show you how to do the job.</p>	<p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>

Tasks

Weighers, Measurers, Checkers, and Samplers, Recordkeeping	License Clerks
<p style="text-align: center;">Core Tasks</p> <hr/> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. 	<p style="text-align: center;">Core Tasks</p> <hr/> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information. • Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form. • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. • Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
<p style="text-align: center;">Specific Tasks</p> <hr/> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Collect or prepare measurement, weight, or identification labels; and attach them to products. • Collect product samples and prepare them for laboratory analysis or testing. • Communicate with customers and vendors to exchange information regarding products, materials, and services. • Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights. • Compute product totals and charges for shipments. • Count or estimate quantities of materials, parts, or products received or shipped. 	<p style="text-align: center;">Specific Tasks</p> <hr/> <p>Occupation Specific Tasks:</p> <ul style="list-style-type: none"> • Amend indictments when necessary, and endorse indictments with pertinent information. • Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines. • Collect court fees or fines, and record amounts collected. • Conduct roll calls, and poll jurors. • Direct support staff in handling of paperwork processed by clerks' offices. • Examine legal documents submitted to courts for adherence to laws or court procedures.



- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.
- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or hand trucks.
- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data
- confer with vendors
- convey cargo by hand truck
- direct and coordinate activities of workers or staff
- inspect products or materials for damage

- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

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



- inspect products or materials for damage, defects, or shortages
- interview customers
- load, unload, or stack containers, materials, or products
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- operate business machines
- operate calculating devices
- package goods for shipment or storage
- process orders for merchandise
- read blueprints
- repair and maintain grounds keeping equipment and tools
- requisition stock, materials, supplies or equipment
- retrieve or place goods from/into storage
- signal directions or warnings to coworkers
- sort books, publications, or other items
- stock or organize goods
- take inventory to identify items to be reordered
- understand measuring devices
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques

- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures

Labor Market Comparison

Maine Department of Labor.

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	License Clerks	Difference
Median Wage	\$ 28,060	\$ 27,650	\$(410)
10th Percentile Wage	\$ 20,110	\$ 19,340	\$(770)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 32,310	\$(1,460)
90th Percentile Wage	\$ 37,710	\$ 37,730	\$ 20
Mean Wage	\$ 28,450	\$ 27,780	\$(670)
Total Employment - 2425	310	1,190	880
Employment Base - 2006	302	1,198	896
Projected Employment - 2434	292	1,302	1,010
Projected Job Growth - 2006-2434	-3.3 %	8.7 %	12.0 %



Projected Annual Openings - 2006-2434	8	37	29
Special			
Special Occupations:			



Programs

Related Programs

Executive Assistant/Secretary

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

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

General Office/Clerical and Typing Services



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

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

Maine Statewide Promotion Opportunities for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	100	1	310	\$28,060.00	\$0.00	-3%	8	
43-9041.02	Insurance Policy Processing Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-9041.01	Insurance Claims Clerks	87	2	1,810	\$31,380.00	\$3,320.00	-8%	22	
43-5051.00	Postal Service Clerks	85	2	580	\$44,780.00	\$16,720.00	-3%	13	
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	84	3	7,220	\$29,840.00	\$1,780.00	6%	177	
13-2053.00	Insurance Underwriters	83	3	460	\$56,090.00	\$28,030.00	-1%	12	
29-2071.00	Medical Records and Health Information Technicians	83	3	760	\$29,180.00	\$1,120.00	16%	34	
43-3051.00	Payroll and Timekeeping Clerks	83	3	650	\$30,470.00	\$2,410.00	-3%	17	
43-4141.00	New Accounts Clerks	83	2	210	\$28,080.00	\$20.00	-14%	6	
43-6014.00	Secretaries, Except Legal, Medical, and Executive	83	2	10,400	\$28,260.00	\$200.00	-6%	172	



43-5011.00	Cargo and Freight Agents	83	2	170	\$40,360.00	\$12,300.00	5%	5
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	83	2	970	\$41,950.00	\$13,890.00	-12%	10
43-4011.00	Brokerage Clerks	82	3	270	\$39,120.00	\$11,060.00	-13%	8
43-4131.00	Loan Interviewers and Clerks	82	2	770	\$28,060.00	\$0.00	-9%	14
43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	82	3	510	\$30,330.00	\$2,270.00	12%	10

Special Occupations:

Top Industries for License Clerks

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

Top Industries for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%
Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%
Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%



Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production; primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%



TORQ Analysis of Weighers, Measurers, Checkers, and Samplers, Recordkeeping to File Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	43-5111.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	File Clerks	43-4071.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS														
Grand TORQ:													86	
Ability TORQ				Skills TORQ				Knowledge TORQ						
Level				90	Level				83	Level				85
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add						
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt			
Near Vision	59	9	75	No Skills Upgrade Required!				Economics and Accounting	26	17	71			
Category Flexibility	51	7	81											
Oral Comprehension	55	5	72											
Finger Dexterity	42	5	50											
Perceptual Speed	41	4	62											
Flexibility of Closure	46	4	59											
Written Comprehension	46	2	87											
Speech Clarity	37	2	59											
Inductive Reasoning	41	2	53											
LEVEL and IMPT (IMPORTANCE) refer to the Target File Clerks. GAP refers to level difference between Weighers, Measurers, Checkers, and Samplers, Recordkeeping and File Clerks.														

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	File Clerks	Importance
Written Comprehension	44	46	87
Information Ordering	42	41	87



Category Flexibility	44	51	81
Near Vision	50	59	75
Oral Comprehension	50	55	72
Oral Expression	48	48	62
Written Expression	39	37	62
Perceptual Speed	37	41	62
Flexibility of Closure	42	46	59
Speech Recognition	46	44	59
Speech Clarity	35	37	59
Problem Sensitivity	42	39	56
Deductive Reasoning	42	39	53
Inductive Reasoning	39	41	53
Selective Attention	48	39	53
Finger Dexterity	37	42	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	File Clerks	Importance
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Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	File Clerks	Importance
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Economics and Accounting	9	26	71
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Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	File Clerks	Description	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	File Clerks
10+ years	14%	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	17%	0%	Master's Degree	0%	0%
2-4 years	15%	0%	Post-Bachelor Cert	0%	0%
1-2 years	14%	43%	Bachelors	0%	0%
6-12 months	17%	10%	AA or Equiv	9%	39%
3-6 months	1%	18%	Some College	23%	3%
1-3 months	2%	10%	Post-Secondary Certificate	6%	8%
0-1 month	2%	7%	High School Diploma or GED	60%	47%
None	14%	3%	No HSD or GED	0%	0%

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

File Clerks



Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

1 - Job Zone One: Little or No Preparation Needed

3 - Job Zone Three: Medium Preparation Needed

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.

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

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 days to a few months of training. Usually, an experienced worker could show you how to do the job.

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

Weighers, Measurers, Checkers, and Samplers, Recordkeeping

File Clerks

Core Tasks

Core Tasks

Generalized Work Activities:

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

- 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.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- 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:

- Collect or prepare measurement, weight, or identification labels; and attach them to products.
- Collect product samples and prepare them for laboratory analysis or testing.
- Communicate with customers and vendors to exchange information regarding products, materials, and services.
- Compare product labels, tags, or tickets, shipping manifests, purchase orders, and bills of lading to verify accuracy of shipment contents, quality specifications, and/or weights.
- Compute product totals and charges for shipments.

- Add new material to file records, and create new records as necessary.
- Answer questions about records and files.
- Assign and record or stamp identification numbers or codes in order to index materials for filing.
- Design forms related to filing systems.
- Eliminate outdated or unnecessary materials, destroying them or transferring them to inactive storage according to file maintenance guidelines and/or legal requirements.
- Enter document identification codes into systems in order to determine locations of documents to be retrieved.



- Count or estimate quantities of materials, parts, or products received or shipped.
- Document quantity, quality, type, weight, test result data, and value of materials or products, in order to maintain shipping, receiving, and production records and files.
- Examine products or materials, parts, subassemblies, and packaging for damage, defects, or shortages, using specification sheets, gauges, and standards charts.
- Fill orders for products and samples, following order tickets, and forward or mail items.
- Inspect incoming loads of waste to identify contents and to screen for the presence of specific regulated or hazardous wastes.
- Inspect products and examination records to determine the number of defects per worker and the reasons for examiners' rejections.
- Maintain financial records, such as accounts of daily collections and billings, and records of receipts issued.
- Maintain, monitor, and clean work areas, such as recycling collection sites, drop boxes, counters and windows, and areas around scale houses.
- Operate scalehouse computers to obtain weight information about incoming shipments such as those from waste haulers.
- Prepare measurement tables and conversion charts, using standard formulas.
- Remove from stock products or loads not meeting quality standards, and notify supervisors or appropriate departments of discrepancies or shortages.
- Signal or instruct other workers to weigh, move, or check products.
- Sort products or materials into predetermined sequences or groupings for display, packing, shipping, or storage.
- Store samples of finished products in labeled cartons and record their location.
- Transport materials, products, or samples to processing, shipping, or storage areas, manually or using conveyors, pumps, or hand trucks.
- Unload or unpack incoming shipments.
- Weigh or measure materials, equipment, or products to maintain relevant records, using volume meters, scales, rules, and/or calipers.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- collect fees
- compute financial data
- confer with vendors
- convey cargo by hand truck

- Find and retrieve information from files in response to requests from authorized users.
- Gather materials to be filed from departments and employees.
- Keep records of materials filed or removed, using logbooks or computers.
- Modify and improve filing systems, or implement new filing systems.
- Operate mechanized files that rotate to bring needed records to a particular location.
- Perform general office duties such as typing, operating office machines, and sorting mail.
- Perform periodic inspections of materials or files in order to ensure correct placement, legibility, and proper condition.
- Place materials into storage receptacles, such as file cabinets, boxes, bins, or drawers, according to classification and identification information.
- Retrieve documents stored in microfilm or microfiche and place them in viewers for reading.
- Scan or read incoming materials in order to determine how and where they should be classified or filed.
- Sort or classify information according to guidelines such as content, purpose, user criteria, or chronological, alphabetical, or numerical order.
- Track materials removed from files in order to ensure that borrowed files are returned.

Detailed Tasks

Detailed Work Activities:

- classify information according to content or purpose
- collate printed materials
- document provision of administrative services
- examine documents for completeness, accuracy, or conformance to standards
- file or retrieve paper documents and related materials
- maintain inventory of office forms
- maintain legal forms
- maintain records, reports, or files
- operate business machines
- operate duplicating equipment
- operate scanner
- organize legal information or records
- organize reference materials
- process medical records
- sort books, publications, or other items
- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques



- direct and coordinate activities of workers or staff
- inspect products or materials for damage, defects, or shortages
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- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
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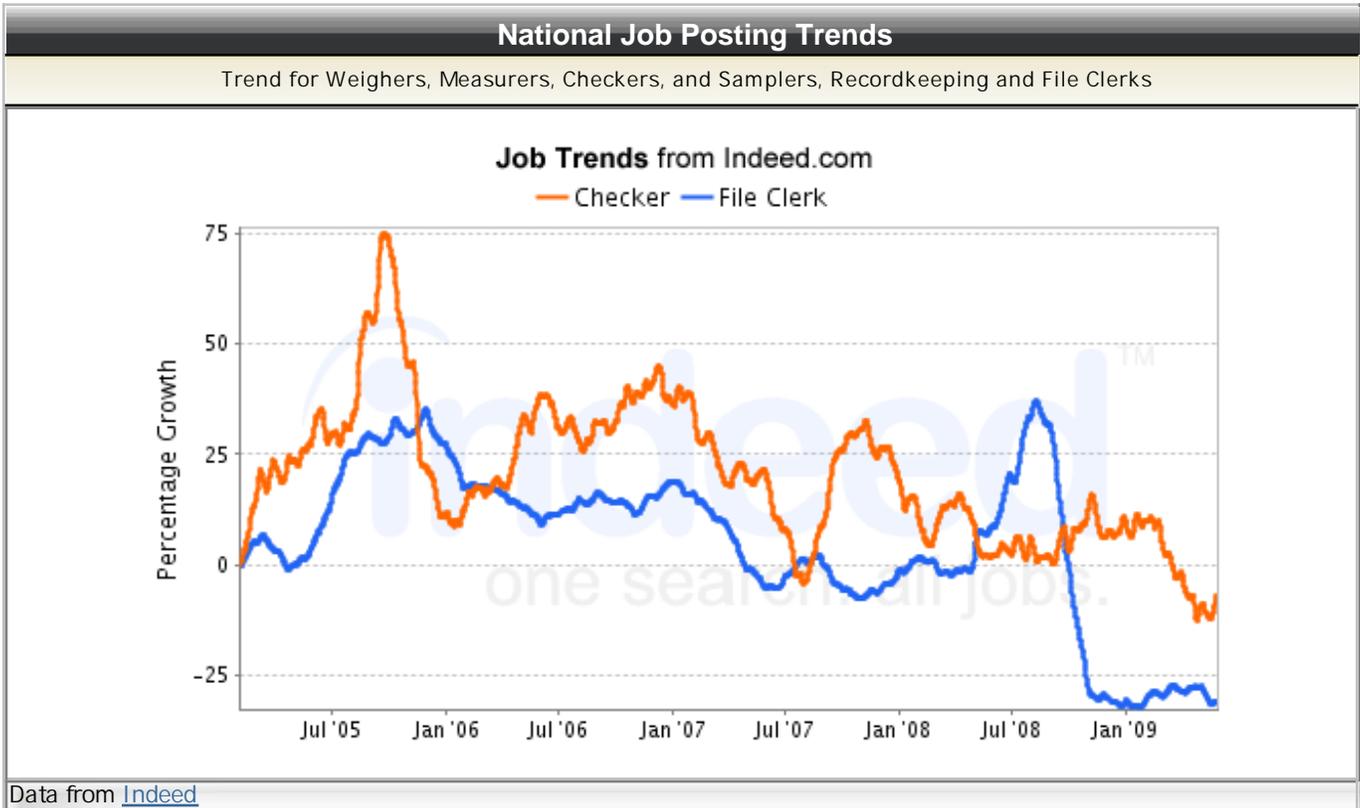
Labor Market Comparison

Maine Department of Labor.

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10th Percentile Wage	\$ 20,110	\$ 16,720	\$(3,390)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 33,770	\$ 27,030	\$(6,740)
90th Percentile Wage	\$ 37,710	\$ 31,190	\$(6,520)
Mean Wage	\$ 28,450	\$ 23,450	\$(5,000)
Total Employment - 2425	310	410	100



Employment Base - 2006	302	418	116
Projected Employment - 2434	292	242	-50
Projected Job Growth - 2006-2434	-3.3 %	-42.1 %	-38.8 %
Projected Annual Openings - 2006-2434	8	11	3
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.

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43-4161.00	Human Resources Assistants, Except Payroll and Timekeeping	82	3	510	\$30,330.00	\$2,270.00	12%	10

Special Occupations:

Top Industries for File Clerks

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	14.26%	33,350	21,008	-37.01%
Employment services	561300	9.70%	22,683	14,354	-36.72%
Legal services	541100	9.69%	22,665	12,447	-45.08%
General medical and surgical hospitals, public and private	622100	8.85%	20,702	11,460	-44.64%
Local government, excluding education and hospitals	939300	6.02%	14,079	7,908	-43.83%
Accounting, tax preparation, bookkeeping, and payroll services	541200	2.70%	6,323	3,749	-40.70%
Colleges, universities, and professional schools, public and private	611300	2.66%	6,222	3,480	-44.06%
Insurance agencies and brokerages	524210	2.31%	5,396	3,052	-43.44%
Depository credit intermediation	522100	2.31%	5,396	2,751	-49.02%
Automobile dealers	441100	2.23%	5,204	2,952	-43.28%
Management of companies and enterprises	551100	1.96%	4,576	2,638	-42.36%
State government, excluding education and hospitals	929200	1.75%	4,100	2,012	-50.94%
Direct insurance (except life, health, and medical) carriers	524120	1.58%	3,705	1,936	-47.74%
Management, scientific, and technical consulting services	541600	1.47%	3,427	3,059	-10.74%
Offices of dentists	621200	1.42%	3,330	1,976	-40.66%

Top Industries for Weighers, Measurers, Checkers, and Samplers, Recordkeeping

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Other support services	561900	18.46%	14,586	15,601	6.96%
Grocery stores	445100	8.37%	6,614	5,634	-14.81%



Warehousing and storage	493100	4.60%	3,638	3,793	4.28%
Miscellaneous durable goods merchant wholesalers	423900	3.36%	2,658	2,383	-10.36%
Animal slaughtering and processing	311600	3.08%	2,437	2,171	-10.89%
Grocery and related product wholesalers	424400	2.94%	2,322	1,982	-14.62%
Nonmetallic mineral mining and quarrying	212300	2.23%	1,766	1,480	-16.21%
Wholesale electronic markets and agents and brokers	425100	2.17%	1,714	1,519	-11.40%
Other general merchandise stores	452900	1.79%	1,417	1,498	5.71%
Plastics product manufacturing	326100	1.74%	1,378	1,140	-17.24%
Fruit and vegetable preserving and specialty food manufacturing	311400	1.66%	1,310	927	-29.21%
Local government, excluding education and hospitals	939300	1.45%	1,145	1,005	-12.29%
Employment services	561300	1.30%	1,029	1,017	-1.18%
Crop production; primary job	111000	1.29%	1,016	526	-48.24%
Miscellaneous nondurable goods merchant wholesalers	424900	1.24%	977	829	-15.12%

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)