



# TORQ Analysis of Executive Secretaries and Administrative Assistants to Insurance Claims Clerks

## ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Claims Clerks	43-9041.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## TORQ RESULTS

Grand TORQ:				94							
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level		92	Level								
			Level								
				95							
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	55	2	78	Science	5	2	77	Production and Processing	15	2	79
Near Vision	57	2	65								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Insurance Claims Clerks.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Importance
Written Comprehension	53	55	78
Oral Expression	59	57	72
Speech Recognition	53	53	72
Oral Comprehension	60	53	68
Speech Clarity	46	46	68
Written Expression	57	48	65
Near Vision	55	57	65
Information Ordering	53	48	62
Deductive Reasoning	51	46	59
Selective Attention	37	32	56
Problem Sensitivity	46	41	50
Inductive Reasoning	48	46	50



Category Flexibility	48	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Importance
Science	3	5	77
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Importance
Production and Processing	13	15	79

### Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks
10+ years	2%	2%	Doctoral	0%	0%
8-10 years	5%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	0%	Master's Degree	0%	2%
2-4 years	27%	27%	Post-Bachelor Cert	0%	0%
1-2 years	10%	20%	Bachelors	9%	0%
6-12 months	17%	14%	AA or Equiv	16%	5%
3-6 months	7%	5%	Some College	23%	32%
1-3 months	0%	15%	Post-Secondary Certificate	5%	6%
0-1 month	0%	4%	High School Diploma or GED	44%	53%
None	8%	9%	No HSD or GED	0%	0%

Executive Secretaries and Administrative Assistants

Insurance Claims Clerks

#### Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

#### Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

2 - Job Zone Two: Some Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

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

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

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

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

### Tasks



## Executive Secretaries and Administrative Assistants

## Core Tasks

## Generalized Work Activities:

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

## Specific Tasks

## Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters,

## Insurance Claims Clerks

## Core Tasks

## Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.

## Specific Tasks

## Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

## Detailed Tasks

## Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers



financial statements and other documents, using word processing, spreadsheet, database, or presentation software.

- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

#### Tools - Examples

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



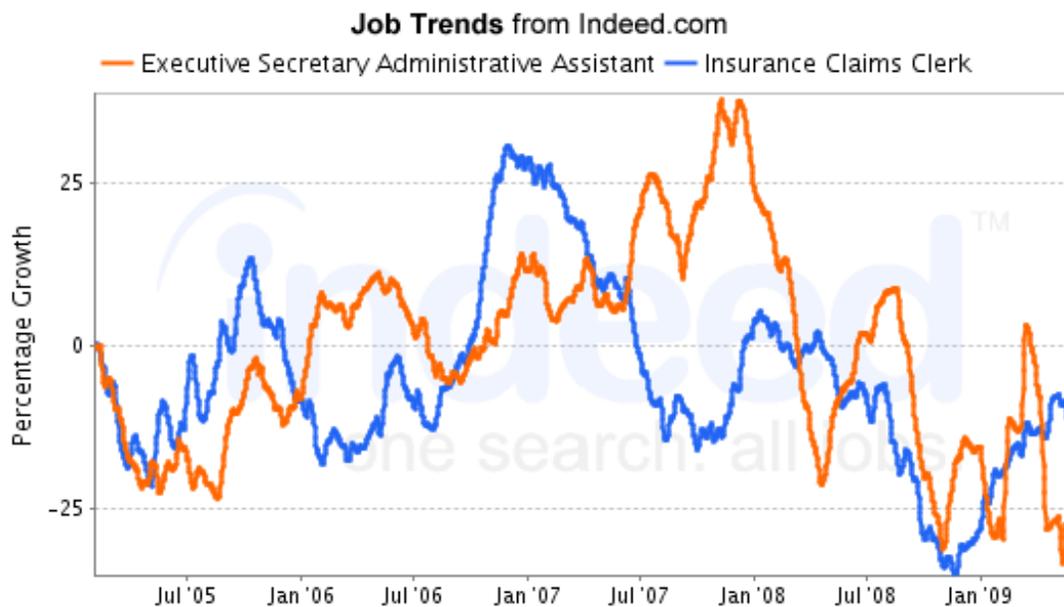
## Maine Department of Labor.

Description	Executive Secretaries and Administrative Assistants	Insurance Claims Clerks	Difference
Median Wage	\$ 38,830	\$ 31,380	\$ ( 7,450)
10th Percentile Wage	\$ 28,230	\$ 24,090	\$ ( 4,140)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 36,980	\$ ( 9,270)
90th Percentile Wage	\$ 53,530	\$ 42,620	\$ ( 10,910)
Mean Wage	\$ 40,210	\$ 32,190	\$ ( 8,020)
Total Employment - 2426	3,330	1,810	-1,520
Employment Base - 2006	3,533	1,849	-1,684
Projected Employment - 2435	3,733	1,699	-2,034
Projected Job Growth - 2006-2435	5.7 %	-8.1 %	-13.8 %
Projected Annual Openings - 2006-2435	76	22	-54
Special			

Special Occupations:

## National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants 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	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

**Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants**

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6011.00	Executive Secretaries and Administrative Assistants	100	3	3,330	\$38,830.00	\$0.00	6%	76	
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$1,430.00	15%	30	★
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$17,260.00	-1%	12	
43-4011.00	Brokerage Clerks	88	3	270	\$39,120.00	\$290.00	-13%	8	
23-2092.00	Law Clerks	87	4	50	\$43,930.00	\$5,100.00	-7%	1	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$5,070.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44	★
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21	
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5	



25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29
27-3041.00	Editors	82	4	450	\$42,040.00	\$3,210.00	-2%	16
23-1021.00	Administrative Law Judges, Adjudicators, and Hearing Officers	82	5	120	\$48,060.00	\$9,230.00	0%	0

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 Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%



Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%



# TORQ Analysis of Executive Secretaries and Administrative Assistants to Secretaries, Except Legal, Medical, and Executive

## ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Secretaries, Except Legal, Medical, and Executive	43-6014.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## TORQ RESULTS

Grand TORQ:				94			
Ability TORQ		Skills TORQ		Knowledge TORQ			
Level		95	Level				
			Level				
				92			
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add	
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt
Speech Recognition	55	2	75	Writing	70	4	77
				Economics and Accounting	43	10	88

LEVEL and IMPT (IMPORTANCE) refer to the Target Secretaries, Except Legal, Medical, and Executive. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Secretaries, Except Legal, Medical, and Executive.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Importance
Oral Comprehension	60	55	87
Oral Expression	59	55	81
Written Comprehension	53	51	78
Speech Recognition	53	55	75
Speech Clarity	46	42	75
Information Ordering	53	51	72
Written Expression	57	53	68
Near Vision	55	55	68
Problem Sensitivity	46	46	62
Deductive Reasoning	51	44	59



Category Flexibility	48	44	59
Selective Attention	37	35	53
Inductive Reasoning	48	42	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Importance
Writing	66	70	77
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Importance
Economics and Accounting	33	43	88

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive
10+ years	2%	4%	Doctoral	0%	0%
8-10 years	5%	3%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	9%	Master's Degree	0%	3%
2-4 years	27%	27%	Post-Bachelor Cert	0%	0%
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3-6 months	7%	0%	Some College	23%	36%
1-3 months	0%	2%	Post-Secondary Certificate	5%	16%
0-1 month	0%	2%	High School Diploma or GED	44%	37%
None	8%	13%	No HSD or GED	0%	1%
Executive Secretaries and Administrative Assistants		Secretaries, Except Legal, Medical, and Executive			
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training		Moderate-term on-the-job training			
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed		2 - Job Zone Two: Some Preparation Needed			
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.		Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.		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 usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.		Employees in these occupations need anywhere from a few months to one year of working with experienced employees.			



## Tasks

### Executive Secretaries and Administrative Assistants

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.

### Secretaries, Except Legal, Medical, and Executive

#### Core Tasks

##### Generalized Work Activities:

- **Interacting With Computers -** Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- **Communicating with Supervisors, Peers, or Subordinates -** Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- **Performing Administrative Activities -** Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- **Getting Information -** Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Documenting/Recording Information -** Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.

#### Specific Tasks

##### Occupation Specific Tasks:

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



- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

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

#### Detailed Tasks

##### Detailed Work Activities:

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



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

## Labor Market Comparison

Maine Department of Labor.



Description	Executive Secretaries and Administrative Assistants	Secretaries, Except Legal, Medical, and Executive	Difference
Median Wage	\$ 38,830	\$ 28,260	\$( 10,570)
10th Percentile Wage	\$ 28,230	\$ 20,720	\$( 7,510)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 32,700	\$( 13,550)
90th Percentile Wage	\$ 53,530	\$ 37,620	\$( 15,910)
Mean Wage	\$ 40,210	\$ 28,580	\$( 11,630)
Total Employment - 2426	3,330	10,400	7,070
Employment Base - 2006	3,533	10,805	7,272
Projected Employment - 2435	3,733	10,121	6,388
Projected Job Growth - 2006-2435	5.7 %	-6.3 %	-12.0 %
Projected Annual Openings - 2006-2435	76	172	96
Special			
Special Occupations:			

### National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants and Secretaries, Except Legal, Medical, and Executive



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

**Programs****Related Programs****Administrative Assistant/Secretarial Science, Gene**

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

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Central Maine Community College	1250 Turner St	Auburn	<a href="http://www.cmcc.edu">www.cmcc.edu</a>
Eastern Maine Community College	354 Hogan Rd	Bangor	<a href="http://www.emcc.edu">www.emcc.edu</a>
Eastern Maine Community College	354 Hogan Rd	Bangor	<a href="http://www.emcc.edu">www.emcc.edu</a>
Beal College	99 Farm Road	Bangor	<a href="http://bealcollege.edu">bealcollege.edu</a>
Beal College	99 Farm Road	Bangor	<a href="http://bealcollege.edu">bealcollege.edu</a>
Andover College	901 Washington Ave	Portland	<a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a>
Andover College	901 Washington Ave	Portland	<a href="http://WWW.ANDOVERCOLLEGE.edu">WWW.ANDOVERCOLLEGE.edu</a>

**Executive Assistant/Executive Secretary**

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

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

**Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants**

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6011.00	Executive Secretaries and Administrative Assistants	100	3	3,330	\$38,830.00	\$0.00	6%	76	



23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$1,430.00	15%	30	★
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$17,260.00	-1%	12	
43-4011.00	Brokerage Clerks	88	3	270	\$39,120.00	\$290.00	-13%	8	
23-2092.00	Law Clerks	87	4	50	\$43,930.00	\$5,100.00	-7%	1	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$5,070.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44	★
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21	
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5	
25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2	
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29	
27-3041.00	Editors	82	4	450	\$42,040.00	\$3,210.00	-2%	16	
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13	

Special Occupations:

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

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Elementary and secondary schools, public and private	611100	11.25%	218,150	204,499	-6.26%
Colleges, universities, and professional schools, public and private	611300	6.03%	116,958	116,394	-0.48%
Religious organizations	813100	5.44%	105,567	112,696	6.75%
Local government, excluding education and hospitals	939300	4.86%	94,229	94,165	-0.07%



General medical and surgical hospitals, public and private	622100	3.43%	66,453	65,445	-1.52%
Employment services	561300	2.73%	53,030	59,704	12.59%
Legal services	541100	2.43%	47,149	46,068	-2.29%
State government, excluding education and hospitals	929200	2.35%	45,542	39,754	-12.71%
Offices of physicians	621100	2.28%	44,305	49,652	12.07%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.85%	35,969	37,948	5.50%
Federal government, excluding postal service	919999	1.65%	32,063	26,963	-15.91%
Offices of real estate agents and brokers	531200	1.65%	31,942	34,610	8.35%
Insurance agencies and brokerages	524210	1.65%	32,011	32,210	0.62%
Self-employed workers, primary job	000601	1.37%	26,560	25,171	-5.23%
Residential building construction	236100	1.35%	26,284	26,330	0.17%

### Top Industries for Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%



# TORQ Analysis of Executive Secretaries and Administrative Assistants to Court Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Court Clerks	43-4031.01	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS					
Grand TORQ:					93
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	91	Level	93	Level	95

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	69	14	68	Reading Comprehension	60	2	85	No Knowledge Upgrades Required!			
Written Comprehension	59	6	72								
Oral Expression	60	1	72								

LEVEL and IMPT (IMPORTANCE) refer to the Target Court Clerks. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Court Clerks.

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



Skill Level Comparison - Abilities with importance scores over 69

Description	Executive Secretaries and Administrative Assistants	Court Clerks	Importance
Reading Comprehension	58	60	85

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Executive Secretaries and Administrative Assistants	Court Clerks	Importance
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Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Court Clerks	Description	Executive Secretaries and Administrative Assistants	Court Clerks
10+ years	2%	0%	Doctoral	0%	0%
8-10 years	5%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	0%	Master's Degree	0%	0%
2-4 years	27%	2%	Post-Bachelor Cert	0%	0%
1-2 years	10%	8%	Bachelors	9%	3%
6-12 months	17%	13%	AA or Equiv	16%	0%
3-6 months	7%	25%	Some College	23%	1%
1-3 months	0%	2%	Post-Secondary Certificate	5%	1%
0-1 month	0%	0%	High School Diploma or GED	44%	92%
None	8%	47%	No HSD or GED	0%	0%

Executive Secretaries and Administrative Assistants

Court Clerks

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

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

2 - Job Zone Two: Some Preparation Needed

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

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

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

Tasks

Executive Secretaries and Administrative Assistants

Court Clerks

Core Tasks

Core Tasks



## Generalized Work Activities:

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

## Specific Tasks

## Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence

## Generalized Work Activities:

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

## Specific Tasks

## Occupation Specific Tasks:

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



- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

Detailed Tasks

Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

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

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

Detailed Tasks

Detailed Work Activities:

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

**Labor Market Comparison**

Maine Department of Labor.

Description	Executive Secretaries and Administrative Assistants	Court Clerks	Difference
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Median Wage	\$ 38,830	\$ 27,650	\$( 11,180)
10th Percentile Wage	\$ 28,230	\$ 19,340	\$( 8,890)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 32,310	\$( 13,940)
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Mean Wage	\$ 40,210	\$ 27,780	\$( 12,430)
Total Employment - 2426	3,330	1,190	-2,140
Employment Base - 2006	3,533	1,198	-2,335
Projected Employment - 2435	3,733	1,302	-2,431
Projected Job Growth - 2006-2435	5.7 %	8.7 %	3.0 %
Projected Annual Openings - 2006-2435	76	37	-39
Special			
Special Occupations:			

## National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants and Court Clerks



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

## Programs

Related Programs



## Executive Assistant/Secretary

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

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

## General Office/Clerical and Typing Services

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

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

## Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants

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13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13

Special Occupations:

### Top Industries for Court 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 Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%



Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%



## TORQ Analysis of Executive Secretaries and Administrative Assistants to Insurance Policy Processing Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Policy Processing Clerks	43-9041.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:								93			
Ability TORQ			Skills TORQ				Knowledge TORQ				
Level			93	Level			92	Level			93
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Finger Dexterity	30	14	50	Mathematics	59	13	77	Production and Processing	44	31	74
Near Vision	62	7	68								
Written Comprehension	55	2	81								
Problem Sensitivity	48	2	68								
Deductive Reasoning	53	2	59								
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Insurance Policy Processing Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Executive Secretaries and Administrative Assistants	Insurance Policy Processing Clerks	Importance
Written Comprehension	53	55	81
Information Ordering	53	50	72
Written Expression	57	50	68
Problem Sensitivity	46	48	68
Near Vision	55	62	68
Speech Clarity	46	42	68
Oral Comprehension	60	50	65
Oral Expression	59	57	65



Speech Recognition	53	48	65
Deductive Reasoning	51	53	59
Inductive Reasoning	48	48	56
Selective Attention	37	37	56
Category Flexibility	48	42	50
Finger Dexterity	16	30	50

## Skill Level Comparison - Abilities with importance scores over 69

Description	Executive Secretaries and Administrative Assistants	Insurance Policy Processing Clerks	Importance
Mathematics	46	59	77

## Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Executive Secretaries and Administrative Assistants	Insurance Policy Processing Clerks	Importance
Production and Processing	13	44	74

## Experience &amp; Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Insurance Policy Processing Clerks	Description	Executive Secretaries and Administrative Assistants	Insurance Policy Processing Clerks
10+ years	2%	0%	Doctoral	0%	0%
8-10 years	5%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	5%	Master's Degree	0%	0%
2-4 years	27%	7%	Post-Bachelor Cert	0%	0%
1-2 years	10%	46%	Bachelors	9%	0%
6-12 months	17%	16%	AA or Equiv	16%	15%
3-6 months	7%	9%	Some College	23%	12%
1-3 months	0%	3%	Post-Secondary Certificate	5%	11%
0-1 month	0%	0%	High School Diploma or GED	44%	61%
None	8%	10%	No HSD or GED	0%	0%

Executive Secretaries and Administrative Assistants

Insurance Policy Processing Clerks

## Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Moderate-term on-the-job training

## Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

2 - Job Zone Two: Some Preparation Needed

Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.

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



Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.

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

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

## Tasks

### Executive Secretaries and Administrative Assistants

### Insurance Policy Processing Clerks

#### Core Tasks

#### Core Tasks

##### Generalized Work Activities:

##### Generalized Work Activities:

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

- 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:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals of special interest.

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

#### Detailed Tasks



representing special interest groups and others on behalf of executives, committees and boards of directors.

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

#### Detailed Tasks

##### Detailed Work Activities:

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

##### 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



- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

### Labor Market Comparison

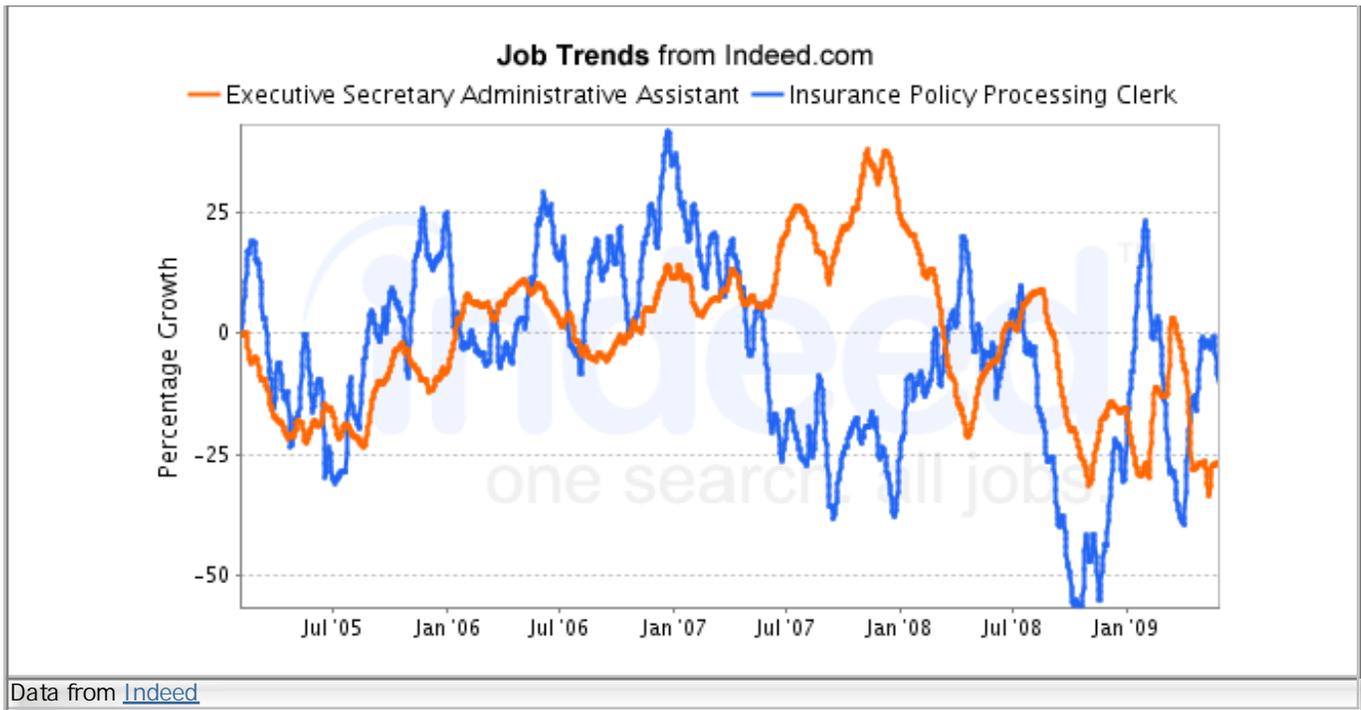
Maine Department of Labor.

Description	Executive Secretaries and Administrative Assistants	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 38,830	\$ 31,380	\$( 7,450)
10th Percentile Wage	\$ 28,230	\$ 24,090	\$( 4,140)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 36,980	\$( 9,270)
90th Percentile Wage	\$ 53,530	\$ 42,620	\$( 10,910)
Mean Wage	\$ 40,210	\$ 32,190	\$( 8,020)
Total Employment - 2426	3,330	1,810	-1,520
Employment Base - 2006	3,533	1,849	-1,684
Projected Employment - 2435	3,733	1,699	-2,034
Projected Job Growth - 2006-2435	5.7 %	-8.1 %	-13.8 %
Projected Annual Openings - 2006-2435	76	22	-54
Special			

Special Occupations:

### National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants and Insurance Policy Processing Clerks



### Programs

#### Related Programs

##### General Office/Clerical and Typing Services

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

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

### Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6011.00	Executive Secretaries and Administrative Assistants	100	3	3,330	\$38,830.00	\$0.00	6%	76	
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$1,430.00	15%	30	★
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$17,260.00	-1%	12	



43-4011.00	Brokerage Clerks	88	3	270	\$39,120.00	\$290.00	-13%	8	
23-2092.00	Law Clerks	87	4	50	\$43,930.00	\$5,100.00	-7%	1	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$5,070.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44	★
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21	
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5	
25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2	
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29	
27-3041.00	Editors	82	4	450	\$42,040.00	\$3,210.00	-2%	16	
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13	

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 Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%



# TORQ Analysis of Executive Secretaries and Administrative Assistants to License Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	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:					92		
Ability TORQ		Skills TORQ		Knowledge TORQ			
Level	91	Level	91	Level	93		
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add	
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt
Selective Attention	39	2	50	Speaking	76	6	83
				Reading Comprehension	64	6	80
				Customer and Personal Service	76	6	88
LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Executive Secretaries and Administrative Assistants and License Clerks.							

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Executive Secretaries and Administrative Assistants	License Clerks	Importance
Oral Comprehension	60	51	75
Oral Expression	59	53	75
Written Comprehension	53	50	72
Written Expression	57	48	65
Speech Recognition	53	41	62
Speech Clarity	46	44	62
Near Vision	55	51	59
Problem Sensitivity	46	42	53
Deductive Reasoning	51	44	50
Inductive Reasoning	48	42	50
Information Ordering	53	44	50

Selective Attention	37	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	License Clerks	Importance
Speaking	70	76	83
Reading Comprehension	58	64	80
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	License Clerks	Importance
Customer and Personal Service	70	76	88

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	License Clerks	Description	Executive Secretaries and Administrative Assistants	License Clerks
10+ years	2%	0%	Doctoral	0%	0%
8-10 years	5%	0%	Professional Degree	0%	0%
6-8 years	2%	0%	Post-Masters Cert	0%	0%
4-6 years	18%	0%	Master's Degree	0%	0%
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3-6 months	7%	24%	Some College	23%	37%
1-3 months	0%	0%	Post-Secondary Certificate	5%	5%
0-1 month	0%	0%	High School Diploma or GED	44%	54%
None	8%	15%	No HSD or GED	0%	0%
Executive Secretaries and Administrative Assistants			License Clerks		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>			<p>Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.</p> <p>These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>		



## Tasks

### Executive Secretaries and Administrative Assistants

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- 

### License Clerks

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

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



• prepare agendas and make arrangements for committee, board, and other meetings.

- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

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

**Labor Market Comparison**

Maine Department of Labor.

Description	Executive Secretaries and Administrative Assistants	License Clerks	Difference
Median Wage	\$ 38,830	\$ 27,650	\$( 11,180)
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Employment Base - 2006	3,533	1,198	-2,335
Projected Employment - 2435	3,733	1,302	-2,431
Projected Job Growth - 2006-2435	5.7 %	8.7 %	3.0 %
Projected Annual Openings - 2006-2435	76	37	-39
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Executive Secretaries and Administrative Assistants and License Clerks



Data from [Indeed](#)**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	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
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13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44	★
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21	
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5	
25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2	
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29	
27-3041.00	Editors	82	4	450	\$42,040.00	\$3,210.00	-2%	16	
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13	

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 Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%



Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%



# TORQ Analysis of Executive Secretaries and Administrative Assistants to Payroll and Timekeeping Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Payroll and Timekeeping Clerks	43-3051.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS					
Grand TORQ:					92
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	92	Level	90	Level	93

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Mathematical Reasoning	48	18	68	Mathematics	60	16	77	No Knowledge Upgrades Required!			
Near Vision	57	2	65	Reading Comprehension	64	6	77				
Written Comprehension	55	2	62	Speaking	61	2	74				

LEVEL and IMPT (IMPORTANCE) refer to the Target Payroll and Timekeeping Clerks. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Payroll and Timekeeping Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Executive Secretaries and Administrative Assistants	Payroll and Timekeeping Clerks	Importance
Information Ordering	53	46	75
Oral Comprehension	60	53	68
Oral Expression	59	57	68
Problem Sensitivity	46	41	68
Mathematical Reasoning	30	48	68
Deductive Reasoning	51	50	65
Near Vision	55	57	65
Written Comprehension	53	55	62
Speech Recognition	53	39	62
Speech Clarity	46	39	62
Written Expression	57	44	56



Inductive Reasoning	48	44	53
Selective Attention	37	37	53
Category Flexibility	48	41	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Payroll and Timekeeping Clerks	Importance
Reading Comprehension	58	64	77
Mathematics	44	60	77
Speaking	59	61	74
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Payroll and Timekeeping Clerks	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Payroll and Timekeeping Clerks	Description	Executive Secretaries and Administrative Assistants	Payroll and Timekeeping Clerks
10+ years	2%	0%	Doctoral	0%	0%
8-10 years	5%	0%	Professional Degree	0%	0%
6-8 years	2%	5%	Post-Masters Cert	0%	0%
4-6 years	18%	1%	Master's Degree	0%	0%
2-4 years	27%	32%	Post-Bachelor Cert	0%	0%
1-2 years	10%	25%	Bachelors	9%	8%
6-12 months	17%	17%	AA or Equiv	16%	3%
3-6 months	7%	5%	Some College	23%	28%
1-3 months	0%	1%	Post-Secondary Certificate	5%	16%
0-1 month	0%	0%	High School Diploma or GED	44%	41%
None	8%	10%	No HSD or GED	0%	0%
Executive Secretaries and Administrative Assistants			Payroll and Timekeeping Clerks		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Moderate-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			3 - Job Zone Three: Medium Preparation Needed		
Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.			Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.		
Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.			Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.		
Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.			Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.		



## Tasks

### Executive Secretaries and Administrative Assistants

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- 

### Payroll and Timekeeping Clerks

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

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



Prepare agendas and make arrangements for committee, board, and other meetings.

- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

- Provide information to employees and managers on payroll matters, tax issues, benefit plans, and collective agreement provisions.
- Record employee information, such as exemptions, transfers, and resignations, to maintain and update payroll records.
- Review time sheets, work charts, wage computation, and other information to detect and reconcile payroll discrepancies.
- Verify attendance, hours worked, and pay adjustments, and post information onto designated records.

#### Detailed Tasks

##### Detailed Work Activities:

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

#### Tools - Examples

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



## Labor Market Comparison

Maine Department of Labor.

Description	Executive Secretaries and Administrative Assistants	Payroll and Timekeeping Clerks	Difference
Median Wage	\$ 38,830	\$ 30,470	\$( 8,360)
10th Percentile Wage	\$ 28,230	\$ 22,470	\$( 5,760)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 35,970	\$( 10,280)
90th Percentile Wage	\$ 53,530	\$ 40,700	\$( 12,830)
Mean Wage	\$ 40,210	\$ 31,260	\$( 8,950)
Total Employment - 2426	3,330	650	-2,680
Employment Base - 2006	3,533	672	-2,861
Projected Employment - 2435	3,733	649	-3,084
Projected Job Growth - 2006-2435	5.7 %	-3.4 %	-9.1 %
Projected Annual Openings - 2006-2435	76	17	-59
Special			

Special Occupations:

## National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants and Payroll and Timekeeping Clerks



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

**Programs****Related Programs****Accounting Technician**

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

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

**Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants**

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6011.00	Executive Secretaries and Administrative Assistants	100	3	3,330	\$38,830.00	\$0.00	6%	76	
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$1,430.00	15%	30	★
43-4011.00	Brokerage Clerks	88	3	270	\$39,120.00	\$290.00	-13%	8	
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$17,260.00	-1%	12	
23-2092.00	Law Clerks	87	4	50	\$43,930.00	\$5,100.00	-7%	1	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$5,070.00	8%	23	
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44	★
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19	



13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5
25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29
27-3041.00	Editors	82	4	450	\$42,040.00	\$3,210.00	-2%	16
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13

Special Occupations:

### Top Industries for Payroll and Timekeeping Clerks

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



### Top Industries for Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%



# TORQ Analysis of Executive Secretaries and Administrative Assistants to Municipal Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Municipal Clerks	43-4031.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS					
Grand TORQ:					91
Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	 96	Level	 86	Level	 90

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	59	6	68	Writing	73	7	71	Law and Government	56	26	70
Near Vision	57	2	62	Time Management	61	5	78	Administration and Management	51	10	74

LEVEL and IMPT (IMPORTANCE) refer to the Target Municipal Clerks. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Municipal Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Executive Secretaries and Administrative Assistants	Municipal Clerks	Importance
Oral Comprehension	60 	59 	72 
Oral Expression	59 	59 	72 
Written Comprehension	53 	59 	68 
Written Expression	57 	57 	65 
Near Vision	55 	57 	62 
Information Ordering	53 	48 	56 
Speech Recognition	53 	48 	56 
Speech Clarity	46 	42 	53 
Problem Sensitivity	46 	44 	50 
Deductive Reasoning	51 	48 	50 
Skill Level Comparison - Abilities with importance scores over 69			

Description	Executive Secretaries and Administrative Assistants	Municipal Clerks	Importance
Time Management	56 	61 	78 
Writing	66 	73 	71 
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Municipal Clerks	Importance
Administration and Management	41 	51 	74 
Law and Government	30 	56 	70 

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Municipal Clerks	Description	Executive Secretaries and Administrative Assistants	Municipal Clerks
10+ years	2% 	0%	Doctoral	0%	0%
8-10 years	5% 	0%	Professional Degree	0%	0%
6-8 years	2% 	0%	Post-Masters Cert	0%	0%
4-6 years	18% 	27% 	Master's Degree	0%	0%
2-4 years	27% 	33% 	Post-Bachelor Cert	0%	5% 
1-2 years	10% 	15% 	Bachelors	9% 	33% 
6-12 months	17% 	6% 	AA or Equiv	16% 	16% 
3-6 months	7% 	2% 	Some College	23% 	4% 
1-3 months	0%	0%	Post-Secondary Certificate	5% 	0%
0-1 month	0%	15% 	High School Diploma or GED	44% 	40% 
None	8% 	0%	No HSD or GED	0%	0%
Executive Secretaries and Administrative Assistants			Municipal Clerks		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			3 - Job Zone Three: Medium Preparation Needed		
<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>			<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>		

Tasks	
Executive Secretaries and Administrative Assistants	Municipal Clerks



## Core Tasks

## Generalized Work Activities:

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

## Specific Tasks

## Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- Prepare agendas and make arrangements for committee, board, and other meetings.
- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database or presentation software

## Core Tasks

## Generalized Work Activities:

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

## Specific Tasks

## Occupation Specific Tasks:

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



- database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
- file or retrieve paper documents and related materials
- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

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

## Labor Market Comparison

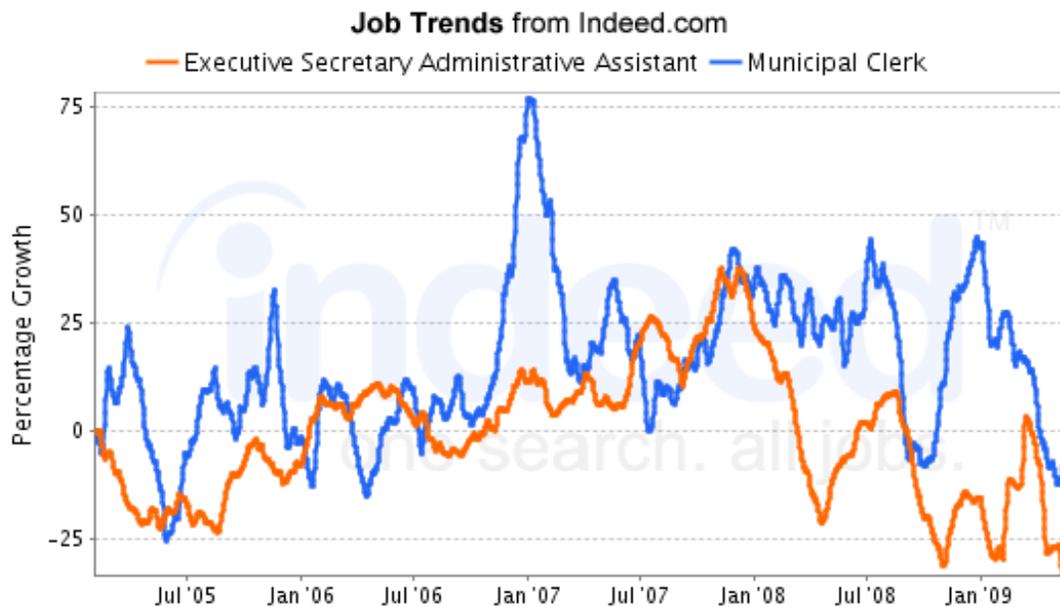
Maine Department of Labor.



Description	Executive Secretaries and Administrative Assistants	Municipal Clerks	Difference
Median Wage	\$ 38,830	\$ 27,650	\$ ( 11,180)
10th Percentile Wage	\$ 28,230	\$ 19,340	\$ ( 8,890)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 32,310	\$ ( 13,940)
90th Percentile Wage	\$ 53,530	\$ 37,730	\$ ( 15,800)
Mean Wage	\$ 40,210	\$ 27,780	\$ ( 12,430)
Total Employment - 2426	3,330	1,190	-2,140
Employment Base - 2006	3,533	1,198	-2,335
Projected Employment - 2435	3,733	1,302	-2,431
Projected Job Growth - 2006-2435	5.7 %	8.7 %	3.0 %
Projected Annual Openings - 2006-2435	76	37	-39
Special			
Special Occupations:			

## National Job Posting Trends

Trend for Executive Secretaries and Administrative Assistants and Municipal Clerks



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

**Programs****Related Programs****Executive Assistant/Secretary**

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

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Kennebec Valley Community College	92 Western Ave	Fairfield	<a href="http://www.kvcc.me.edu">www.kvcc.me.edu</a>
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

**General Office/Clerical and Typing Services**

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

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

**Maine Statewide Promotion Opportunities for Executive Secretaries and Administrative Assistants**

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-6011.00	Executive Secretaries and Administrative Assistants	100	3	3,330	\$38,830.00	\$0.00	6%	76	
23-2011.00	Paralegals and Legal Assistants	88	3	1,010	\$40,260.00	\$1,430.00	15%	30	★
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$17,260.00	-1%	12	
43-4011.00	Brokerage Clerks	88	3	270	\$39,120.00	\$290.00	-13%	8	
23-2092.00	Law Clerks	87	4	50	\$43,930.00	\$5,100.00	-7%	1	
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	86	4	770	\$43,900.00	\$5,070.00	8%	23	



13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,530.00	3%	44	★
13-1071.01	Employment Interviewers	85	3	610	\$41,200.00	\$2,370.00	10%	19	
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$6,380.00	-2%	21	
43-5011.00	Cargo and Freight Agents	84	2	170	\$40,360.00	\$1,530.00	5%	5	
25-4011.00	Archivists	83	4	30	\$42,460.00	\$3,630.00	5%	2	
19-3021.00	Market Research Analysts	83	4	200	\$49,960.00	\$11,130.00	3%	2	
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$10,550.00	9%	29	
27-3041.00	Editors	82	4	450	\$42,040.00	\$3,210.00	-2%	16	
13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13	

Special Occupations:

### Top Industries for Municipal 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 Executive Secretaries and Administrative Assistants

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
Local government, excluding education and hospitals	939300	5.49%	88,827	99,787	12.34%
Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%



State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%



# TORQ Analysis of Executive Secretaries and Administrative Assistants to Switchboard Operators, Including Answering Service

## ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Executive Secretaries and Administrative Assistants	43-6011.00	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:				91							
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	85	Level	92	Level	95						
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add					
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Recognition	62	9	78	Speaking	78	8	83	No Knowledge Upgrades Required!			
Speech Clarity	51	5	75								

LEVEL and IMPT (IMPORTANCE) refer to the Target Switchboard Operators, Including Answering Service. GAP refers to level difference between Executive Secretaries and Administrative Assistants and Switchboard Operators, Including Answering Service.

## ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Executive Secretaries and Administrative Assistants	Switchboard Operators, Including Answering Service	Importance
Speech Recognition	53	62	78
Oral Comprehension	60	48	75
Oral Expression	59	50	75
Speech Clarity	46	51	75
Problem Sensitivity	46	37	59
Written Comprehension	53	37	53
Selective Attention	37	34	53
Written Expression	57	34	50
Deductive Reasoning	51	34	50



Information Ordering	53	34	50
Category Flexibility	48	37	50
Near Vision	55	42	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Switchboard Operators, Including Answering Service	Importance
Speaking	70	78	83
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Executive Secretaries and Administrative Assistants	Switchboard Operators, Including Answering Service	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Executive Secretaries and Administrative Assistants	Switchboard Operators, Including Answering Service	Description	Executive Secretaries and Administrative Assistants	Switchboard Operators, Including Answering Service
10+ years	2%	0%	Doctoral	0%	0%
8-10 years	5%	0%	Professional Degree	0%	0%
6-8 years	2%	6%	Post-Masters Cert	0%	0%
4-6 years	18%	0%	Master's Degree	0%	0%
2-4 years	27%	7%	Post-Bachelor Cert	0%	0%
1-2 years	10%	22%	Bachelors	9%	6%
6-12 months	17%	11%	AA or Equiv	16%	5%
3-6 months	7%	19%	Some College	23%	16%
1-3 months	0%	7%	Post-Secondary Certificate	5%	5%
0-1 month	0%	5%	High School Diploma or GED	44%	59%
None	8%	19%	No HSD or GED	0%	6%
Executive Secretaries and Administrative Assistants			Switchboard Operators, Including Answering Service		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
3 - Job Zone Three: Medium Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
<p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p>			<p>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>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p>			<p>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 usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>			<p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>		



## Tasks

### Executive Secretaries and Administrative Assistants

#### Core Tasks

##### Generalized Work Activities:

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

#### Specific Tasks

##### Occupation Specific Tasks:

- Attend meetings to record minutes.
- Compile, transcribe, and distribute minutes of meetings.
- Conduct research, compile data, and prepare papers for consideration and presentation by executives, committees and boards of directors.
- Coordinate and direct office services, such as records and budget preparation, personnel, and housekeeping, in order to aid executives.
- File and retrieve corporate documents, records, and reports.
- Greet visitors and determine whether they should be given access to specific individuals.
- Interpret administrative and operating policies and procedures for employees.
- Make travel arrangements for executives.
- Manage and maintain executives' schedules.
- Meet with individuals, special interest groups and others on behalf of executives, committees and boards of directors.
- Open, sort, and distribute incoming correspondence, including faxes and email.
- Perform general office duties such as ordering supplies, maintaining records management systems, and performing basic bookkeeping work.
- 

### Switchboard Operators, Including Answering Service

#### Core Tasks

##### Generalized Work Activities:

- **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.

#### Specific Tasks

##### Occupation Specific Tasks:

- 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.
- 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.



Prepare agendas and make arrangements for committee, board, and other meetings.

- Prepare invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database, or presentation software.
- Prepare responses to correspondence containing routine inquiries.
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution.
- Review operating practices and procedures to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditures.
- Set up and oversee administrative policies and procedures for offices or organizations.
- Supervise and train other clerical staff.

#### Detailed Tasks

##### Detailed Work Activities:

- analyze organizational operating practices or procedures
- answer customer or public inquiries
- arrange teleconference calls
- compile numerical or statistical data
- coordinate staff or activities in clerical support setting
- develop new office forms
- develop policies, procedures, methods, or standards
- develop records management system
- explain rules, policies or regulations
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- maintain records, reports, or files
- oversee execution of organizational or program policies
- plan meetings or conferences
- plan or organize work
- prepare reports
- prepare reports for management
- recommend improvements to work methods or procedures
- recommend solutions of administrative problems
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use word processing or desktop publishing software
- write business correspondence

- 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

**Labor Market Comparison**

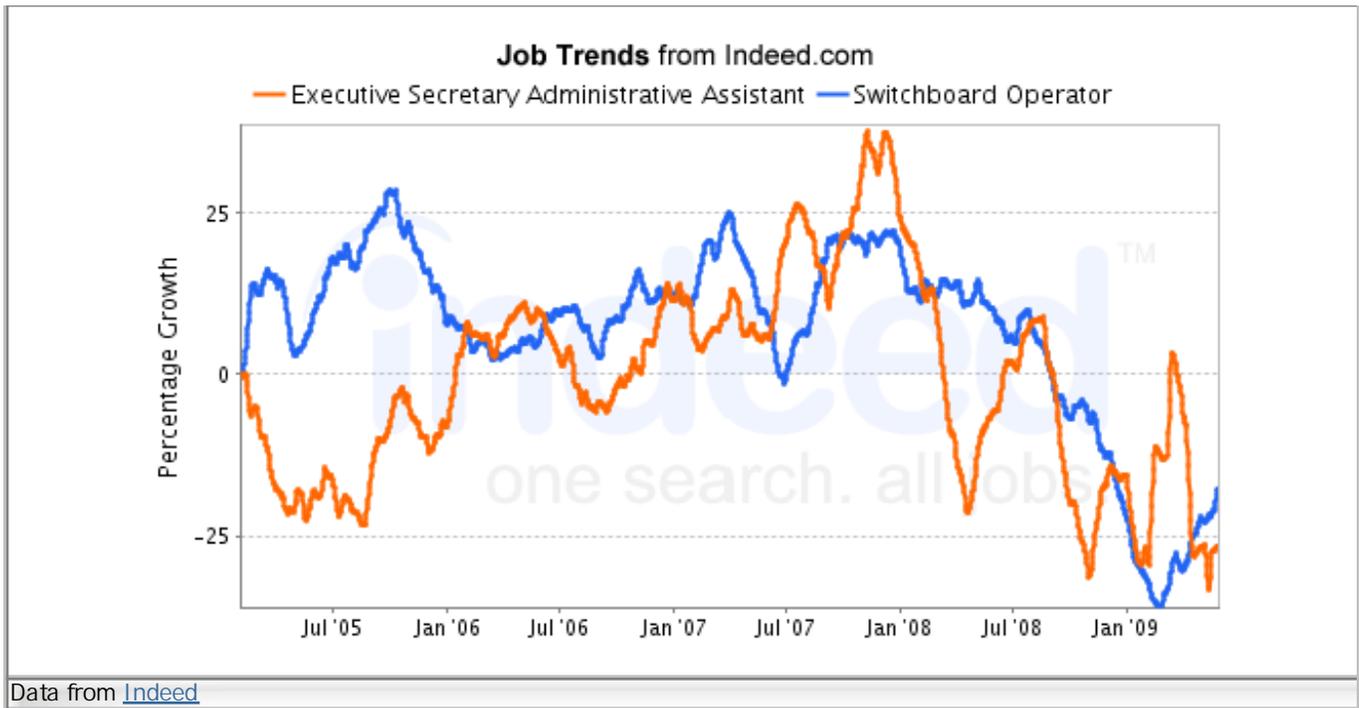
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Description	Executive Secretaries and Administrative Assistants	Switchboard Operators, Including Answering Service	Difference
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25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 46,250	\$ 26,520	\$(19,730)
90th Percentile Wage	\$ 53,530	\$ 30,650	\$(22,880)
Mean Wage	\$ 40,210	\$ 23,460	\$(16,750)
Total Employment - 2426	3,330	840	-2,490
Employment Base - 2006	3,533	852	-2,681
Projected Employment - 2435	3,733	753	-2,980
Projected Job Growth - 2006-2435	5.7 %	-11.6 %	-17.3 %
Projected Annual Openings - 2006-2435	76	18	-58
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Executive Secretaries and Administrative Assistants and Switchboard Operators, Including Answering Service



### 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 Executive Secretaries and Administrative Assistants

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13-2052.00	Personal Financial Advisors	82	3	360	\$94,100.00	\$55,270.00	10%	13	

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 Executive Secretaries and Administrative Assistants

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Colleges, universities, and professional schools, public and private	611300	7.38%	119,439	133,621	11.87%
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Employment services	561300	4.29%	69,361	76,681	10.55%
Management of companies and enterprises	551100	3.62%	58,636	67,595	15.28%
State government, excluding education and hospitals	929200	3.53%	57,128	56,059	-1.87%
Elementary and secondary schools, public and private	611100	3.24%	52,433	55,255	5.38%
Religious organizations	813100	2.80%	45,249	54,302	20.01%
General medical and surgical hospitals, public and private	622100	2.58%	41,709	46,176	10.71%
Depository credit intermediation	522100	2.22%	35,965	36,667	1.95%
Management, scientific, and technical consulting services	541600	2.20%	35,675	63,689	78.52%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.78%	28,749	34,097	18.60%
Offices of physicians	621100	1.67%	26,996	34,010	25.98%
Other financial investment activities	523900	1.36%	21,943	30,924	40.93%
Computer systems design and related services	541500	1.32%	21,281	28,732	35.02%
Securities and commodity contracts, brokerages, and exchanges	5231-2	1.32%	21,329	31,616	48.23%

## 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)