

TORQ Analysis of Office Clerks, General to Insurance Claims Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	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			96	Level			91	Level			94
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	7	78	Writing	60	2	77	Customer and Personal Service	85	9	83
Information Ordering	48	6	62					Computers and Electronics	55	8	79
Deductive Reasoning	46	5	59								
Speech Clarity	46	4	68								
Inductive Reasoning	46	5	50								
Oral Comprehension	53	3	68								
Written Expression	48	2	65								
LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Office Clerks, General and Insurance Claims Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Office Clerks, General	Insurance Claims Clerks	Importance
Written Comprehension	48 	55 	78 
Oral Expression	57 	57 	72 
Speech Recognition	55 	53 	72 
Oral Comprehension	50 	53 	68 
Speech Clarity	42 	46 	68 
Written Expression	46 	48 	65 
Near Vision	57 	57 	65 



Information Ordering	42	48	62
Deductive Reasoning	41	46	59
Selective Attention	37	32	56
Problem Sensitivity	46	41	50
Inductive Reasoning	41	46	50
Category Flexibility	42	39	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Office Clerks, General	Insurance Claims Clerks	Importance
Writing	58	60	77

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Office Clerks, General	Insurance Claims Clerks	Importance
Customer and Personal Service	76	85	83
Computers and Electronics	47	55	79

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Office Clerks, General	Insurance Claims Clerks	Description	Office Clerks, General	Insurance Claims Clerks
10+ years	0%	2%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	6%	0%	Master's Degree	0%	2%
2-4 years	3%	27%	Post-Bachelor Cert	0%	0%
1-2 years	48%	20%	Bachelors	0%	0%
6-12 months	12%	14%	AA or Equiv	12%	5%
3-6 months	6%	5%	Some College	21%	32%
1-3 months	1%	15%	Post-Secondary Certificate	14%	6%
0-1 month	1%	4%	High School Diploma or GED	47%	53%
None	19%	9%	No HSD or GED	4%	0%

Office Clerks, General

Insurance Claims Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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.

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

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Tasks

Office Clerks, General

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.

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



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

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data
- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling

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



- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks
- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation



- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or repair manuals
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

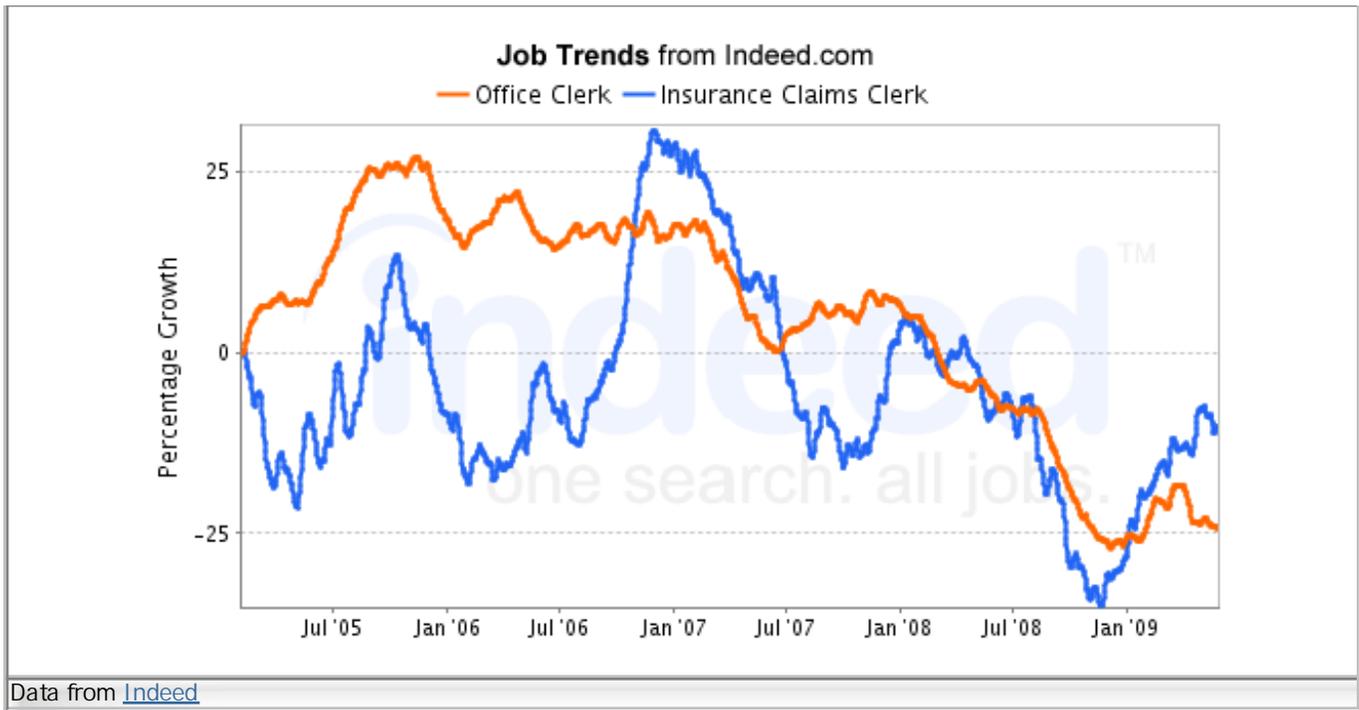
Maine Department of Labor.

Description	Office Clerks, General	Insurance Claims Clerks	Difference
Median Wage	\$ 24,040	\$ 31,380	\$ 7,340
10th Percentile Wage	\$ 15,370	\$ 24,090	\$ 8,720
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 29,520	\$ 36,980	\$ 7,460
90th Percentile Wage	\$ 34,880	\$ 42,620	\$ 7,740
Mean Wage	\$ 24,580	\$ 32,190	\$ 7,610
Total Employment - 2436	13,910	1,810	-12,100
Employment Base - 2006	14,238	1,849	-12,389
Projected Employment - 2445	15,020	1,699	-13,321
Projected Job Growth - 2006-2445	5.5 %	-8.1 %	-13.6 %
Projected Annual Openings - 2006-2445	339	22	-317
Special			

Special Occupations:

National Job Posting Trends

Trend for Office Clerks, General and Insurance Claims Clerks



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

Maine Statewide Promotion Opportunities for Office Clerks, General									
O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-9061.00	Office Clerks, General	100	2	13,910	\$24,040.00	\$0.00	5%	339	
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37	



43-4031.01	Court Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37
43-3021.02	Billing, Cost, and Rate Clerks	91	3	1,990	\$27,580.00	\$3,540.00	1%	28
43-6011.00	Executive Secretaries and Administrative Assistants	90	3	3,330	\$38,830.00	\$14,790.00	6%	76
43-3021.03	Billing, Posting, and Calculating Machine Operators	90	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-3051.00	Payroll and Timekeeping Clerks	90	3	650	\$30,470.00	\$6,430.00	-3%	17
43-6014.00	Secretaries, Except Legal, Medical, and Executive	90	2	10,400	\$28,260.00	\$4,220.00	-6%	172
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	89	3	7,220	\$29,840.00	\$5,800.00	6%	177
43-3021.01	Statement Clerks	89	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$15,080.00	-13%	8
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6
43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14

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 Office Clerks, General

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



TORQ Analysis of Office Clerks, General to Switchboard Operators, Including Answering Service

ANALYSIS INPUT

Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	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:					93		
Ability TORQ		Skills TORQ		Knowledge TORQ			
Level		93	Level		94		
Level			Level		92		
Gaps To Narrow if Possible				Upgrade These Skills		Knowledge to Add	
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt
Speech Clarity	51	9	75	Speaking	78	15	83
Speech Recognition	62	7	78	No Knowledge Upgrades Required!			

LEVEL and IMPT (IMPORTANCE) refer to the Target Switchboard Operators, Including Answering Service. GAP refers to level difference between Office Clerks, General and Switchboard Operators, Including Answering Service.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Importance
Speech Recognition	55	62	78
Oral Comprehension	50	48	75
Oral Expression	57	50	75
Speech Clarity	42	51	75
Problem Sensitivity	46	37	59
Written Comprehension	48	37	53
Selective Attention	37	34	53
Written Expression	46	34	50
Deductive Reasoning	41	34	50
Information Ordering	42	34	50



Category Flexibility	42	37	50
Near Vision	57	42	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Importance
Speaking	63	78	83
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Description	Office Clerks, General	Switchboard Operators, Including Answering Service
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	6%	Post-Masters Cert	0%	0%
4-6 years	6%	0%	Master's Degree	0%	0%
2-4 years	3%	7%	Post-Bachelor Cert	0%	0%
1-2 years	48%	22%	Bachelors	0%	6%
6-12 months	12%	11%	AA or Equiv	12%	5%
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0-1 month	1%	5%	High School Diploma or GED	47%	59%
None	19%	19%	No HSD or GED	4%	6%
Office Clerks, General			Switchboard Operators, Including Answering Service		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			2 - Job Zone Two: Some Preparation Needed		
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Tasks



Office Clerks, General

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Make travel arrangements for office personnel.

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.
- Route emergency calls appropriately.
- Stamp messages with time and date, and



- Monitor and direct the work of lower-level clerks.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Process and prepare documents, such as business or government forms and expense reports.
- Review files, records, and other documents to obtain information to respond to requests.
- Train other staff members to perform work activities, such as using computer applications.
- Troubleshoot problems involving office equipment, such as computer hardware and software.
- Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data
- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms

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



- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
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- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks
- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or



repair manuals

- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Maine Department of Labor.

Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Difference
Median Wage	\$ 24,040	\$ 22,920	\$(1,120)
10th Percentile Wage	\$ 15,370	\$ 17,730	\$ 2,360
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 29,520	\$ 26,520	\$(3,000)
90th Percentile Wage	\$ 34,880	\$ 30,650	\$(4,230)
Mean Wage	\$ 24,580	\$ 23,460	\$(1,120)
Total Employment - 2436	13,910	840	-13,070
Employment Base - 2006	14,238	852	-13,386
Projected Employment - 2445	15,020	753	-14,267
Projected Job Growth - 2006-2445	5.5 %	-11.6 %	-17.1 %
Projected Annual Openings - 2006-2445	339	18	-321
Special			

Special Occupations:

National Job Posting Trends

Trend for Office Clerks, General 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 Office Clerks, General

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-9061.00	Office Clerks, General	100	2	13,910	\$24,040.00	\$0.00	5%	339	
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37	
43-3021.02	Billing, Cost, and Rate Clerks	91	3	1,990	\$27,580.00	\$3,540.00	1%	28	
43-4031.01	Court Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37	



43-3051.00	Payroll and Timekeeping Clerks	90	3	650	\$30,470.00	\$6,430.00	-3%	17
43-6014.00	Secretaries, Except Legal, Medical, and Executive	90	2	10,400	\$28,260.00	\$4,220.00	-6%	172
43-3021.03	Billing, Posting, and Calculating Machine Operators	90	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-6011.00	Executive Secretaries and Administrative Assistants	90	3	3,330	\$38,830.00	\$14,790.00	6%	76
43-3021.01	Statement Clerks	89	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$15,080.00	-13%	8
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	89	3	7,220	\$29,840.00	\$5,800.00	6%	177
43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6

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 Office Clerks, General

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



TORQ Analysis of Office Clerks, General to Insurance Policy Processing Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	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:								92			
Ability TORQ			Skills TORQ			Knowledge TORQ					
Level			94	Level			86	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
Deductive Reasoning	53	12	59	Speaking	77	14	80	Customer and Personal Service	74	12	86
Information Ordering	50	8	72					Clerical	82	3	84
Written Comprehension	55	7	81								
Inductive Reasoning	48	7	56								
Near Vision	62	5	68								
Written Expression	50	4	68								
Problem Sensitivity	48	2	68								

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

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Office Clerks, General	Insurance Policy Processing Clerks	Importance
Written Comprehension	48 	55 	81 
Information Ordering	42 	50 	72 
Written Expression	46 	50 	68 
Problem Sensitivity	46 	48 	68 
Near Vision	57 	62 	68 



Speech Clarity	42	42	68
Oral Comprehension	50	50	65
Oral Expression	57	57	65
Speech Recognition	55	48	65
Deductive Reasoning	41	53	59
Inductive Reasoning	41	48	56
Selective Attention	37	37	56
Category Flexibility	42	42	50
Finger Dexterity	32	30	50

Skill Level Comparison - Abilities with importance scores over 69

Description	Office Clerks, General	Insurance Policy Processing Clerks	Importance
Speaking	63	77	80

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Office Clerks, General	Insurance Policy Processing Clerks	Importance
Customer and Personal Service	62	74	86
Clerical	79	82	84

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Office Clerks, General	Insurance Policy Processing Clerks		Description	Office Clerks, General	Insurance Policy Processing Clerks
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	0%	0%		Post-Masters Cert	0%	0%
4-6 years	6%	5%		Master's Degree	0%	0%
2-4 years	3%	7%		Post-Bachelor Cert	0%	0%
1-2 years	48%	46%		Bachelors	0%	0%
6-12 months	12%	16%		AA or Equiv	12%	15%
3-6 months	6%	9%		Some College	21%	12%
1-3 months	1%	3%		Post-Secondary Certificate	14%	11%
0-1 month	1%	0%		High School Diploma or GED	47%	61%
None	19%	10%		No HSD or GED	4%	0%

Office Clerks, General

Insurance Policy Processing Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Moderate-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

2 - Job Zone Two: Some Preparation Needed



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

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

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

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Tasks

Office Clerks, General

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

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

Insurance Policy Processing 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.



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

Detailed Tasks

Detailed Work Activities:

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

Detailed Tasks

Detailed Work Activities:

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

Tools - Examples

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



information

- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
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- operate calculating devices
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- select software for clerical activities
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Labor Market Comparison

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75th Percentile Wage	\$ 29,520	\$ 36,980	\$ 7,460
90th Percentile Wage	\$ 34,880	\$ 42,620	\$ 7,740
Mean Wage	\$ 24,580	\$ 32,190	\$ 7,610
Total Employment - 2436	13,910	1,810	-12,100
Employment Base - 2006	14,238	1,849	-12,389
Projected Employment - 2445	15,020	1,699	-13,321
Projected Job Growth - 2006-2445	5.5 %	-8.1 %	-13.6 %
Projected Annual Openings - 2006-2445	339	22	-317
Special			

Special Occupations:

**National Job Posting Trends**

Trend for Office Clerks, General and Insurance Policy Processing Clerks

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

Related Programs

General Office/Clerical and Typing Services

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

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

Maine Statewide Promotion Opportunities for Office Clerks, General

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
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43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6

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 Office Clerks, General

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%
General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%
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Religious organizations	813100	1.96%	62,566	73,970	18.23%
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Legal services	541100	1.54%	49,191	58,552	19.03%
Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%
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Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%

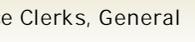
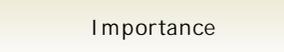
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%
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TORQ Analysis of Office Clerks, General to Receptionists and Information Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Receptionists and Information Clerks	43-4171.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					91						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	 94	Level	 85	Level	 94						
Gaps To Narrow if Possible		Upgrade These Skills		Knowledge to Add							
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Clarity	50	8	68	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
<p>LEVEL and IMPT (IMPORTANCE) refer to the Target Receptionists and Information Clerks. GAP refers to level difference between Office Clerks, General and Receptionists and Information Clerks.</p>											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Office Clerks, General	Receptionists and Information Clerks	Importance
Oral Comprehension	50 	50 	75 
Oral Expression	57 	57 	75 
Speech Recognition	55 	53 	72 
Speech Clarity	42 	50 	68 
Written Comprehension	48 	44 	59 
Information Ordering	42 	34 	59 
Near Vision	57 	51 	59 
Written Expression	46 	39 	53 
Selective Attention	37 	34 	53 
Skill Level Comparison - Abilities with importance scores over 69			
Description	Office Clerks, General	Receptionists and Information Clerks	Importance



Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Office Clerks, General	Receptionists and Information Clerks	Importance
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Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Office Clerks, General	Receptionists and Information Clerks	Description	Office Clerks, General	Receptionists and Information Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	6%	7%	Master's Degree	0%	0%
2-4 years	3%	6%	Post-Bachelor Cert	0%	0%
1-2 years	48%	32%	Bachelors	0%	0%
6-12 months	12%	17%	AA or Equiv	12%	21%
3-6 months	6%	9%	Some College	21%	4%
1-3 months	1%	6%	Post-Secondary Certificate	14%	4%
0-1 month	1%	1%	High School Diploma or GED	47%	66%
None	19%	19%	No HSD or GED	4%	2%

Office Clerks, General

Receptionists and Information Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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.

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

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

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Tasks

Office Clerks, General

Receptionists and Information Clerks

Core Tasks

Core Tasks

Generalized Work Activities:

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from



all relevant sources.

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Specific Tasks

Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Make travel arrangements for office personnel.
- Monitor and direct the work of lower-level clerks.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Process and prepare documents, such as business or government forms and expense reports.

all relevant sources.

- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

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



- Review files, records, and other documents to obtain information to respond to requests.
- Train other staff members to perform work activities, such as using computer applications.
- Troubleshoot problems involving office equipment, such as computer hardware and software.
- Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data
- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms

- Schedule appointments, and maintain and update appointment calendars.
- Schedule space and equipment for special programs and prepare lists of participants.
- Take orders for merchandise or materials and send them to the proper departments to be filled.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.

Detailed Tasks

Detailed Work Activities:

- answer calls using switchboard
- answer questions from employees or public
- arrange teleconference calls
- calculate rates for organization's products or services
- collect payment
- communicate with customers or employees to disseminate information
- develop travel itinerary
- distribute correspondence or mail
- enter time sheet information
- escort group on city or establishment tours
- examine files or documents to obtain information
- explain rules, policies or regulations
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- maintain appointment calendar
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- make presentations
- make travel reservations
- operate business machines
- provide clerical assistance to customers or patients
- resolve customer or public complaints
- route multi-line telephone calls
- schedule meetings or appointments
- schedule or contract meeting facilities
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand second language
- use cash registers
- use computers to enter, access or retrieve data
- use oral or written communication techniques



- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks
- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or repair manuals
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques

- use telephone communication techniques



- use word processing or desktop publishing software
- write business correspondence

Labor Market Comparison

Maine Department of Labor.

Description	Office Clerks, General	Receptionists and Information Clerks	Difference
Median Wage	\$ 24,040	\$ 23,230	\$(810)
10th Percentile Wage	\$ 15,370	\$ 16,530	\$ 1,160
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 29,520	\$ 27,640	\$(1,880)
90th Percentile Wage	\$ 34,880	\$ 30,970	\$(3,910)
Mean Wage	\$ 24,580	\$ 23,480	\$(1,100)
Total Employment - 2436	13,910	2,680	-11,230
Employment Base - 2006	14,238	2,870	-11,368
Projected Employment - 2445	15,020	3,124	-11,896
Projected Job Growth - 2006-2445	5.5 %	8.9 %	3.4 %
Projected Annual Openings - 2006-2445	339	95	-244
Special			
Special Occupations:			

National Job Posting Trends

Trend for Office Clerks, General and Receptionists and Information Clerks



Programs			
Related Programs			
General Office/Clerical and Typing Services			
<p>General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.</p>			
Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu
Health Unit Coordinator/Ward Clerk			
<p>Health Unit Coordinator/Ward Clerk. A program that prepares individuals, under the supervision of nurses or ward supervisors, to perform routine administrative and reception duties in a patient care unit within a hospital or other health care facility. Includes instruction in receiving and directing visitors, transcribing medical and nursing orders, preparing requisition forms, scheduling patient appointments and procedures, monitoring patients and personnel, and interpersonal skills.</p>			
No information on schools for the program			
Medical Reception/Receptionist			
<p>Medical Reception/Receptionist. A program that prepares individuals, under the supervision of office managers, nurses, or physicians, to provide customer service, visitor reception, and patient intake and discharge services. Includes instruction in medical office and health care facility procedures, medical terminology, interpersonal skills, record-keeping, customer service, telephone skills, data entry, interpersonal communications skills, and applicable policies and regulations.</p>			
No information on schools for the program			
Receptionist			



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

No information on schools for the program

Maine Statewide Promotion Opportunities for Office Clerks, General

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-9061.00	Office Clerks, General	100	2	13,910	\$24,040.00	\$0.00	5%	339	
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37	
43-3021.02	Billing, Cost, and Rate Clerks	91	3	1,990	\$27,580.00	\$3,540.00	1%	28	
43-4031.01	Court Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37	
43-3051.00	Payroll and Timekeeping Clerks	90	3	650	\$30,470.00	\$6,430.00	-3%	17	
43-6014.00	Secretaries, Except Legal, Medical, and Executive	90	2	10,400	\$28,260.00	\$4,220.00	-6%	172	
43-3021.03	Billing, Posting, and Calculating Machine Operators	90	2	1,990	\$27,580.00	\$3,540.00	1%	28	
43-6011.00	Executive Secretaries and Administrative Assistants	90	3	3,330	\$38,830.00	\$14,790.00	6%	76	
43-3021.01	Statement Clerks	89	2	1,990	\$27,580.00	\$3,540.00	1%	28	
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$15,080.00	-13%	8	
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	89	3	7,220	\$29,840.00	\$5,800.00	6%	177	



43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6

Special Occupations:

Top Industries for Receptionists and Information Clerks

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

Top Industries for Office Clerks, General

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%



General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%
Offices of physicians	621100	2.61%	83,460	113,946	36.53%
Religious organizations	813100	1.96%	62,566	73,970	18.23%
Management of companies and enterprises	551100	1.74%	55,727	63,288	13.57%
Legal services	541100	1.54%	49,191	58,552	19.03%
Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%
Junior colleges, public and private	611200	1.45%	46,336	50,439	8.86%
Insurance agencies and brokerages	524210	1.36%	43,651	48,643	11.44%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%



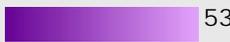
TORQ Analysis of Office Clerks, General to License Clerks

ANALYSIS INPUT					
Transfer	Title	O* NET	Filters		
From Title:	Office Clerks, General	43-9061.00	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:			91
Ability TORQ	Skills TORQ	Knowledge TORQ	
Level  95	Level  85	Level 	91

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Deductive Reasoning	44	3	50	Active Listening	62	5	83	Customer and Personal Service	76	14	88
Written Comprehension	50	2	72	Reading Comprehension	64	5	80				
Written Expression	48	2	65								
Speech Clarity	44	2	62								
Information Ordering	44	2	50								
Selective Attention	39	2	50								
Oral Comprehension	51	1	75								
Inductive Reasoning	42	1	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Office Clerks, General and License Clerks.

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Office Clerks, General	License Clerks	Importance
Oral Comprehension	50 	51 	75 
Oral Expression	57 	53 	75 
Written Comprehension	48 	50 	72 
Written Expression	46 	48 	65 
Speech Recognition	55 	41 	62 
Speech Clarity	42 	44 	62 



Near Vision	57		51		59	
Problem Sensitivity	46		42		53	
Deductive Reasoning	41		44		50	
Inductive Reasoning	41		42		50	
Information Ordering	42		44		50	
Selective Attention	37		39		50	

Skill Level Comparison - Abilities with importance scores over 69

Description	Office Clerks, General	License Clerks	Importance
Active Listening	57	62	83
Reading Comprehension	59	64	80

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Office Clerks, General	License Clerks	Importance
Customer and Personal Service	62	76	88

Experience & Education Comparison

Related Work Experience Comparison				Required Education Level Comparison		
Description	Office Clerks, General	License Clerks		Description	Office Clerks, General	License Clerks
10+ years	0%	0%		Doctoral	0%	0%
8-10 years	0%	0%		Professional Degree	0%	0%
6-8 years	0%	0%		Post-Masters Cert	0%	0%
4-6 years	6%	0%		Master's Degree	0%	0%
2-4 years	3%	24%		Post-Bachelor Cert	0%	0%
1-2 years	48%	25%		Bachelors	0%	0%
6-12 months	12%	10%		AA or Equiv	12%	3%
3-6 months	6%	24%		Some College	21%	37%
1-3 months	1%	0%		Post-Secondary Certificate	14%	5%
0-1 month	1%	0%		High School Diploma or GED	47%	54%
None	19%	15%		No HSD or GED	4%	0%

Office Clerks, General

License Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

Short-term on-the-job training

Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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.

2 - Job Zone Two: Some Preparation Needed

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Tasks

Office Clerks, General

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.

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



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

Detailed Tasks

Detailed Work Activities:

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

appearances.

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

Detailed Tasks

Detailed Work Activities:

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



- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks
- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities



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

Labor Market Comparison

Maine Department of Labor.

Description	Office Clerks, General	License Clerks	Difference
Median Wage	\$ 24,040	\$ 27,650	\$ 3,610
10th Percentile Wage	\$ 15,370	\$ 19,340	\$ 3,970
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 29,520	\$ 32,310	\$ 2,790
90th Percentile Wage	\$ 34,880	\$ 37,730	\$ 2,850
Mean Wage	\$ 24,580	\$ 27,780	\$ 3,200
Total Employment - 2436	13,910	1,190	-12,720
Employment Base - 2006	14,238	1,198	-13,040
Projected Employment - 2445	15,020	1,302	-13,718
Projected Job Growth - 2006-2445	5.5 %	8.7 %	3.2 %
Projected Annual Openings - 2006-2445	339	37	-302
Special			

Special Occupations:

National Job Posting Trends

Trend for Office Clerks, General and License Clerks



Programs

Related Programs

Executive Assistant/Secretary

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

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

General Office/Clerical and Typing Services

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

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

Maine Statewide Promotion Opportunities for Office Clerks, General



O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings	Special
43-9061.00	Office Clerks, General	100	2	13,910	\$24,040.00	\$0.00	5%	339	
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,340.00	-8%	22	
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37	
43-3021.02	Billing, Cost, and Rate Clerks	91	3	1,990	\$27,580.00	\$3,540.00	1%	28	
43-4031.01	Court Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37	
43-3051.00	Payroll and Timekeeping Clerks	90	3	650	\$30,470.00	\$6,430.00	-3%	17	
43-6014.00	Secretaries, Except Legal, Medical, and Executive	90	2	10,400	\$28,260.00	\$4,220.00	-6%	172	
43-3021.03	Billing, Posting, and Calculating Machine Operators	90	2	1,990	\$27,580.00	\$3,540.00	1%	28	
43-6011.00	Executive Secretaries and Administrative Assistants	90	3	3,330	\$38,830.00	\$14,790.00	6%	76	
43-3021.01	Statement Clerks	89	2	1,990	\$27,580.00	\$3,540.00	1%	28	
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$15,080.00	-13%	8	
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	89	3	7,220	\$29,840.00	\$5,800.00	6%	177	
43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14	
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6	

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 Office Clerks, General

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



TORQ Analysis of Office Clerks, General to Billing, Cost, and Rate Clerks

ANALYSIS INPUT					
Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

TORQ RESULTS											
Grand TORQ:					91						
Ability TORQ		Skills TORQ		Knowledge TORQ							
Level	96	Level	81	Level	96						
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Information Ordering	48	6	59	Time Management	53	15	70	History and Archeology	4	3	70
Mathematical Reasoning	41	6	56								
Number Facility	44	5	53								
Speech Clarity	44	2	65								
Category Flexibility	44	2	56								
Oral Comprehension	51	1	68								
Deductive Reasoning	42	1	62								
LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Office Clerks, General and Billing, Cost, and Rate Clerks.											

ASK ANALYSIS			
Ability Level Comparison - Abilities with importance scores over 50			
Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Importance
Oral Comprehension	50	51	68
Oral Expression	57	50	68
Speech Recognition	55	48	65
Speech Clarity	42	44	65
Problem Sensitivity	46	44	62
Deductive Reasoning	41	42	62



Written Comprehension	48		48		59
Inductive Reasoning	41		41		59
Information Ordering	42		48		59
Near Vision	57		55		59
Category Flexibility	42		44		56
Mathematical Reasoning	35		41		56
Number Facility	39		44		53
Written Expression	46		42		50
Selective Attention	37		35		50

Skill Level Comparison - Abilities with importance scores over 69

Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Importance
Time Management	38	53	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Importance
History and Archeology	1	4	70

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Office Clerks, General	Billing, Cost, and Rate Clerks	Description	Office Clerks, General	Billing, Cost, and Rate Clerks
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	6%	11%	Master's Degree	0%	0%
2-4 years	3%	14%	Post-Bachelor Cert	0%	0%
1-2 years	48%	35%	Bachelors	0%	18%
6-12 months	12%	15%	AA or Equiv	12%	24%
3-6 months	6%	8%	Some College	21%	4%
1-3 months	1%	0%	Post-Secondary Certificate	14%	15%
0-1 month	1%	0%	High School Diploma or GED	47%	35%
None	19%	13%	No HSD or GED	4%	1%

Office Clerks, General	Billing, Cost, and Rate Clerks
Most Common Educational/Training Requirement:	
Short-term on-the-job training	Moderate-term on-the-job training
Job Zone Comparison	
2 - Job Zone Two: Some Preparation Needed Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.	3 - Job Zone Three: Medium Preparation Needed Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.



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

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

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

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

Tasks

Office Clerks, General

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize

Billing, Cost, and Rate 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.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Specific Tasks

Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing documents.
- Consult sources such as rate books, manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.
- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and



materials.

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

Detailed Tasks

Detailed Work Activities:

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

the shipment of goods.

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

Detailed Tasks

Detailed Work Activities:

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



- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
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- select software for clerical activities
- sell products or services

- write business correspondence



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90th Percentile Wage	\$ 34,880	\$ 36,570	\$ 1,690
Mean Wage	\$ 24,580	\$ 27,790	\$ 3,210
Total Employment - 2436	13,910	1,990	-11,920
Employment Base - 2006	14,238	2,045	-12,193
Projected Employment - 2445	15,020	2,066	-12,954
Projected Job Growth - 2006-2445	5.5 %	1.0 %	-4.5 %
Projected Annual Openings - 2006-2445	339	28	-311
Special			

Special Occupations:

National Job Posting Trends

Trend for Office Clerks, General and Billing, Cost, and Rate Clerks



Programs

Related Programs

Accounting Technician

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

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
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43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6	

Special Occupations:

Top Industries for Billing, Cost, and Rate Clerks



Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%
Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%
Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%

Top Industries for Office Clerks, General

Industry	NAICS	% of Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%
General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%
Offices of physicians	621100	2.61%	83,460	113,946	36.53%
Religious organizations	813100	1.96%	62,566	73,970	18.23%
Management of companies and enterprises	551100	1.74%	55,727	63,288	13.57%
Legal services	541100	1.54%	49,191	58,552	19.03%
Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%



Junior colleges, public and private	611200	1.45%	46,336	50,439	8.86%
Insurance agencies and brokerages	524210	1.36%	43,651	48,643	11.44%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%

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)