



TORO Analysis of Compensation, Benefits, and Job Analysis Specialists to Insurance Claims Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Compensation, Benefits, and Job Analysis Specialists	13-1072.00	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

OUTPUT SECTION:

Grand TORQ:		91
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Ability TORQ		Skills TORQ		Knowledge TORQ	
Level		96	Level		95
			Level		80

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
No Critical Gaps Recorded!				No Skills Upgrade Required!				Customer and Personal Service	79	13	85
								Clerical	71	5	83

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Claims Clerks. GAP refers to level difference between Compensation, Benefits, and Job Analysis Specialists and Insurance Claims Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Compensation, Benefits, and Job Analysis Specialists	Insurance Claims Clerks	Importance
Written Comprehension	62	55	78
Oral Expression	60	57	72
Speech Recognition	55	53	72
Oral Comprehension	60	53	68
Speech Clarity	59	46	68
Written Expression	60	48	65
Near Vision	62	57	65
Information Ordering	55	48	62



Deductive Reasoning	62	46	59
Selective Attention	39	32	56
Problem Sensitivity	55	41	50
Inductive Reasoning	57	46	50
Category Flexibility	55	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Compensation, Benefits, and Job Analysis Specialists	Insurance Claims Clerks	Importance
Reading Comprehension	66	58	77
Active Listening	70	54	75
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Compensation, Benefits, and Job Analysis Specialists	Insurance Claims Clerks	Importance
Customer and Personal Service	66	79	85
Clerical	66	71	83

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Compensation, Benefits, and Job Analysis Specialists	Insurance Claims Clerks	Description	Compensation, Benefits, and Job Analysis Specialists	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	13%	0%	Master's Degree	2%	2%
2-4 years	28%	27%	Post-Bachelor Cert	0%	0%
1-2 years	52%	20%	Bachelors	59%	0%
6-12 months	0%	14%	AA or Equiv	24%	5%
3-6 months	0%	5%	Some College	13%	32%
1-3 months	0%	15%	Post-Secondary Certificate	0%	6%
0-1 month	0%	4%	High School Diploma or GED	0%	53%
None	3%	9%	No HSD or GED	0%	0%
Compensation, Benefits, and Job Analysis Specialists			Insurance Claims Clerks		
Most Common Educational/Training Requirement:					
Bachelor's degree			Moderate-term on-the-job training		
Job Zone Comparison					
4 - Job Zone Four: Considerable Preparation Needed			2 - Job Zone Two: Some Preparation Needed		



A minimum of two to four years of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.

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

Most of these occupations require a four - year bachelor's degree, but some do not.

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

Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

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

Tasks

Compensation, Benefits, and Job Analysis Specialists

Core Tasks

Generalized Work Activities:

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

Specific Tasks

Occupation Specific Tasks:

- Administer employee insurance, pension and savings plans, working with insurance brokers and plan carriers.
- Advise managers and employees on state and federal employment regulations, collective agreements, benefit and compensation policies, personnel procedures and classification programs.
- Advise staff of individuals' qualifications.
- Analyze organizational, occupational, and industrial data to facilitate organizational functions and provide technical information to business, industry, and government.
- Assess need for and develop job analysis instruments and materials.

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



- Assist in preparing and maintaining personnel records and handbooks.
- Consult with or serve as a technical liaison between business, industry, government, and union officials.
- Develop, implement, administer and evaluate personnel and labor relations programs, including performance appraisal, affirmative action and employment equity programs.
- Ensure company compliance with federal and state laws, including reporting requirements.
- Evaluate job positions, determining classification, exempt or non-exempt status, and salary.
- Negotiate collective agreements on behalf of employers or workers, and mediate labor disputes and grievances.
- Observe, interview, and survey employees and conduct focus group meetings to collect job, organizational, and occupational information.
- Perform multifactor data and cost analyses that may be used in areas such as support of collective bargaining agreements.
- Plan and develop curricula and materials for training programs and conduct training.
- Plan, develop, evaluate, improve, and communicate methods and techniques for selecting, promoting, compensating, evaluating, and training workers.
- Prepare occupational classifications, job descriptions and salary scales.
- Prepare reports, such as organization and flow charts, and career path reports, to summarize job analysis and evaluation and compensation analysis information.
- Prepare research results for publication in form of journals, books, manuals, and film.
- Provide advice on the resolution of classification and salary complaints.
- Research employee benefit and health and safety practices and recommend changes or modifications to existing policies.
- Research job and worker requirements, structural and functional relationships among jobs and occupations, and occupational trends.
- Review occupational data on Alien Employment Certification Applications to determine the appropriate occupational title and code, and provide local offices with information about immigration and occupations.
- Speak at conferences and events to promote apprenticeships and related training programs.
- Work with the Department of Labor and promote its use with employers.

- repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

Detailed Tasks

Detailed Work Activities:

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

Tools - Examples

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



Detailed Tasks

Detailed Work Activities:

- advise department managers in personnel matters
- advise governmental or industrial personnel
- advise management or labor union officials on labor relation issues
- analyze data to identify personnel problems
- analyze scientific research data or investigative findings
- arbitrate personnel disputes
- categorize occupational, educational, or employment information
- communicate technical information
- conduct research on work-related topics
- conduct training for personnel
- develop course or training objectives
- develop job evaluation programs
- ensure compliance with government regulations
- ensure correct grammar, punctuation, or spelling
- evaluate personnel benefits policies
- evaluate qualifications or eligibility of applicant for employment
- explain rules, policies or regulations
- fill out business or government forms
- identify problems or improvements
- implement employee compensation plans
- improve methods for worker selection or promotion
- maintain administrative services procedures manual
- maintain job descriptions
- make presentations
- negotiate labor agreements
- obtain information from individuals
- prepare or maintain employee records
- prepare recommendations based upon research
- prepare report of findings or recommendations
- prepare reports
- prepare technical reports identifying results of research
- resolve personnel problems or grievances
- resolve worker or management conflicts
- understand government labor or employment regulations
- use cost benefit analysis techniques
- use government regulations
- use interpersonal communication techniques



- use interviewing procedures
- use knowledge of employee classification system
- use public speaking techniques
- write administrative procedures services manual
- write employee orientation or training materials

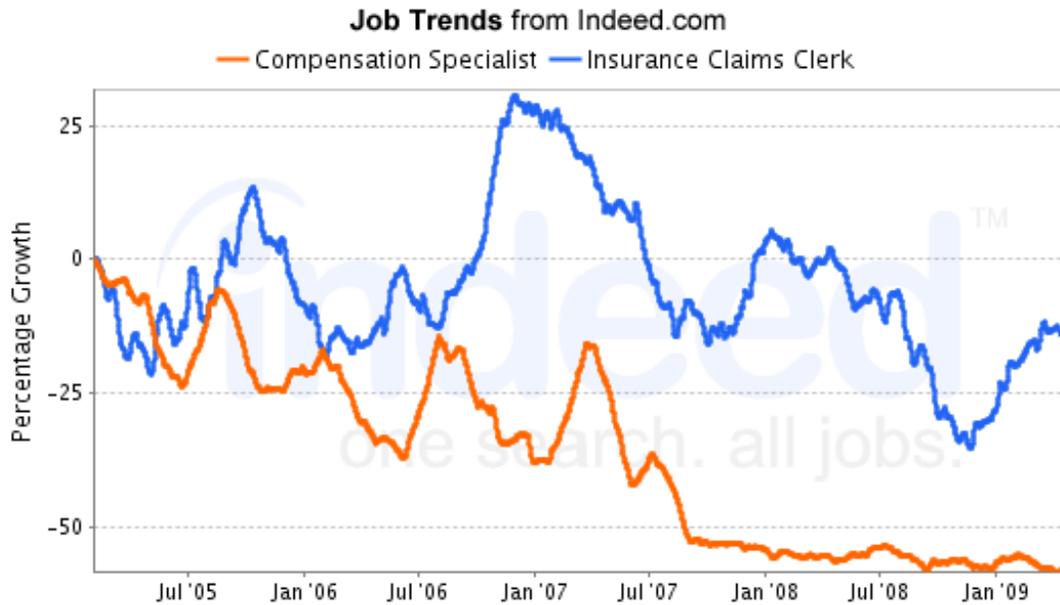
Labor Market Comparison

Description	Compensation, Benefits, and Job Analysis Specialists	Insurance Claims Clerks	Difference
Median Wage	\$ 43,900	\$ 31,380	\$(12,520)
10th Percentile Wage	\$ 29,740	\$ 24,090	\$(5,650)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 55,780	\$ 36,980	\$(18,800)
90th Percentile Wage	\$ 68,800	\$ 42,620	\$(26,180)
Mean Wage	\$ 46,470	\$ 32,190	\$(14,280)
Total Employment - 2007	770	1,810	1,040
Employment Base - 2006	805	1,849	1,044
Projected Employment - 2016	866	1,699	833
Projected Job Growth - 2006-2016	7.6 %	-8.1 %	-15.7 %
Projected Annual Openings - 2006-2016	23	22	-1

National Job Posting Trends

Trend for Compensation, Benefits, and Job Analysis Specialists

Trend for Insurance Claims Clerks



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

Recommended 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 Compensation, Benefits, and Job Analysis Specialists

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	100	4	770	\$43,900.00	\$0.00	8%	23
13-2053.00	Insurance Underwriters	91	3	460	\$56,090.00	\$12,190.00	-1%	12
13-1031.01	Claims Examiners, Property and Casualty Insurance	90	3	1,570	\$49,360.00	\$5,460.00	3%	44
41-3031.02	Sales Agents, Financial Services	90	4	0	\$65,230.00	\$21,330.00	5%	33



11-3041.00	Compensation and Benefits Managers	90	3	200	\$68,560.00	\$24,660.00	2%	5
13-2072.00	Loan Officers	88	3	1,450	\$49,380.00	\$5,480.00	9%	29
41-3031.01	Sales Agents, Securities and Commodities	88	4	0	\$65,230.00	\$21,330.00	5%	33
23-2092.00	Law Clerks	88	4	50	\$43,930.00	\$30.00	-7%	1
11-3011.00	Administrative Services Managers	87	4	1,090	\$56,630.00	\$12,730.00	5%	34
11-3031.02	Financial Managers, Branch or Department	87	4	2,440	\$67,670.00	\$23,770.00	7%	58
13-2052.00	Personal Financial Advisors	87	3	360	\$94,100.00	\$50,200.00	10%	13
19-3021.00	Market Research Analysts	87	4	200	\$49,960.00	\$6,060.00	3%	2
23-1022.00	Arbitrators, Mediators, and Conciliators	87	5	40	\$46,160.00	\$2,260.00	2%	1
11-2031.00	Public Relations Managers	86	4	290	\$71,020.00	\$27,120.00	9%	10
13-1031.02	Insurance Adjusters, Examiners, and Investigators	86	3	1,570	\$49,360.00	\$5,460.00	3%	44

Maine Statewide Promotion Opportunities for Insurance Claims Clerks								
O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-9041.01	Insurance Claims Clerks	100	2	1,810	\$31,380.00	\$0.00	-8%	22
43-9041.02	Insurance Policy Processing Clerks	94	2	1,810	\$31,380.00	\$0.00	-8%	22
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$7,740.00	-13%	8
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$24,710.00	-1%	12
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$7,450.00	6%	76
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$1,980.00	5%	29
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$17,980.00	3%	44



13-2081.00	Tax Examiners, Collectors, and Revenue Agents	86	3	450	\$36,790.00	\$5,410.00	5%	13
43-3061.00	Procurement Clerks	86	3	0	\$33,300.00	\$1,920.00	-2%	5
43-4061.00	Eligibility Interviewers, Government Programs	86	3	610	\$33,440.00	\$2,060.00	0%	11
43-5011.00	Cargo and Freight Agents	85	2	170	\$40,360.00	\$8,980.00	5%	5
23-2011.00	Paralegals and Legal Assistants	84	3	1,010	\$40,260.00	\$8,880.00	15%	30
13-2071.00	Loan Counselors	83	4	60	\$35,110.00	\$3,730.00	-3%	1
13-2072.00	Loan Officers	83	3	1,450	\$49,380.00	\$18,000.00	9%	29
23-2092.00	Law Clerks	83	4	50	\$43,930.00	\$12,550.00	-7%	1