



TORO Analysis of Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products to Loan Officers

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	41-4012.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Loan Officers	13-2072.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

93

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	94	Level	95	Level	90

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Mathematical Reasoning	50	27	53	Social Perceptiveness	68	13	72	Economics and Accounting	68	21	71
Near Vision	62	12	62	Speaking	66	2	73				
Oral Expression	64	7	78	Active Listening	61	1	92				
Deductive Reasoning	57	6	62								
Inductive Reasoning	51	5	68								
Oral Comprehension	60	3	78								
Written Comprehension	59	2	72								
Problem Sensitivity	48	2	65								

LEVEL and IMPT (IMPORTANCE) refer to the Target Loan Officers. GAP refers to level difference between Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products and Loan Officers.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Loan Officers	Importance



Oral Comprehension	57	60	78
Oral Expression	57	64	78
Speech Clarity	51	50	75
Written Comprehension	57	59	72
Inductive Reasoning	46	51	68
Problem Sensitivity	46	48	65
Speech Recognition	57	51	65
Deductive Reasoning	51	57	62
Near Vision	50	62	62
Written Expression	51	51	59
Information Ordering	50	46	53
Mathematical Reasoning	23	50	53

Skill Level Comparison - Abilities with importance scores over 69

Description	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Loan Officers	Importance
Active Listening	60	61	92
Time Management	65	55	79
Reading Comprehension	64	60	75
Speaking	64	66	73
Persuasion	66	64	73
Social Perceptiveness	55	68	72
Coordination	65	63	70
Service Orientation	63	63	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Loan Officers	Importance
Sales and Marketing	75	65	79
Customer and Personal Service	71	61	78
Economics and Accounting	47	68	71

**Experience & Education Comparison**

Related Work Experience Comparison			Required Education Level Comparison		
Description	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Loan Officers	Description	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Loan Officers
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	2%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	32%	13%	Master's Degree	0%	0%
2-4 years	14%	10%	Post-Bachelor Cert	0%	0%
1-2 years	31%	5%	Bachelors	25%	21%
6-12 months	18%	8%	AA or Equiv	14%	2%
3-6 months	0%	0%	Some College	32%	0%
1-3 months	0%	0%	Post-Secondary Certificate	0%	0%
0-1 month	0%	19%	High School Diploma or GED	21%	74%
None	0%	41%	No HSD or GED	6%	0%

Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products

Loan Officers

Most Common Educational/Training Requirement:

Moderate-term on-the-job training

Bachelor's degree

Job Zone Comparison

3 - Job Zone Three: Medium Preparation Needed

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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.

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

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Tasks

Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products

Loan Officers

Core Tasks**Core Tasks****Generalized Work Activities:**

- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Selling or Influencing Others - Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
- Getting Information - Observing,

Generalized Work Activities:

- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Analyzing Data or Information - Identifying the underlying principles, reasons, or facts of information by



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.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Specific Tasks

Occupation Specific Tasks:

- Answer customers' questions about products, prices, availability, product uses, and credit terms.
- Arrange and direct delivery and installation of products and equipment.
- Buy products from manufacturers or brokerage firms, and distribute them to wholesale and retail clients.
- Check stock levels and reorder merchandise as necessary.
- Consult with clients after sales or contract signings in order to resolve problems and to provide ongoing support.
- Contact regular and prospective customers to demonstrate products, explain product features, and solicit orders.
- Estimate or quote prices, credit or contract terms, warranties, and delivery dates.
- Forward orders to manufacturers.
- Identify prospective customers by using business directories, following leads from existing clients, participating in organizations and clubs, and attending trade shows and conferences.
- Monitor market conditions, product innovations, and competitors' products, prices, and sales.
- Negotiate details of contracts and payments, and prepare sales contracts and order forms.
- Negotiate with retail merchants to improve product exposure such as shelf positioning and advertising.
- Obtain credit information about prospective customers.
- Perform administrative duties, such as preparing sales budgets and reports, keeping sales records, and filing expense account reports.
- Plan, assemble, and stock product displays in retail stores, or make recommendations to retailers regarding product displays, promotional programs, and advertising.
- Prepare drawings, estimates, and bids

breaking down information or data into separate parts.

- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.

Specific Tasks

Occupation Specific Tasks:

- Analyze applicants' financial status, credit, and property evaluations to determine feasibility of granting loans.
- Analyze potential loan markets and develop referral networks to locate prospects for loans.
- Approve loans within specified limits, and refer loan applications outside those limits to management for approval.
- Arrange for maintenance and liquidation of delinquent properties.
- Compute payment schedules.
- Confer with underwriters to aid in resolving mortgage application problems.
- Explain to customers the different types of loans and credit options that are available, as well as the terms of those services.
- Handle customer complaints and take appropriate action to resolve them.
- Interview, hire, and train new employees.
- Market bank products to individuals and firms, promoting bank services that may meet customers' needs.
- Meet with applicants to obtain information for loan applications and to answer questions about the process.
- Negotiate payment arrangements with customers who have delinquent loans.
- Obtain and compile copies of loan applicants' credit histories, corporate financial statements, and other financial information.
- Petition courts to transfer titles and deeds of collateral to banks.
- Prepare reports to send to customers whose accounts are delinquent, and forward irreconcilable accounts for collector action.
- Provide special services such as investment banking for clients with more specialized needs.
- Review and update credit and loan files.
- Review loan agreements to ensure that they are complete and accurate according to policy.
- Set credit policies, credit lines, procedures and standards in conjunction with senior managers.



• prepare drawings, estimates, and bills that meet specific customer needs.

- Provide customers with product samples and catalogs.
- Recommend products to customers, based on customers' needs and interests.
- Train customers' employees to operate and maintain new equipment.

Detailed Tasks

Detailed Work Activities:

- advise clients or customers
- advise retail dealers in use of sales promotion techniques
- analyze sales activities or trends
- answer customer or public inquiries
- arrange delivery schedules
- arrange merchandise display
- assemble advertising displays
- communicate visually or verbally
- conduct sales presentations
- confer with customer to review terms of credit or payment plan
- demonstrate goods or services
- estimate costs or price arrangements
- estimate delivery dates
- evaluate advertising promotions
- explain products to customer representatives
- identify best product for customer's needs
- instruct customers in product installation, use, or repair
- investigate customer complaints
- maintain records, reports, or files
- obtain information from individuals
- prepare list of prospective customers
- prepare reports
- provide customer service
- request customer order
- resolve customer or public complaints
- sell merchandise
- sell products or services
- solicit orders from established or new customers
- stock or organize goods
- use computers to enter, access or retrieve data
- use interpersonal communication techniques
- use inventory control procedures
- use knowledge of sales contracts
- use knowledge of written communication in sales work
- use merchandising techniques

- Stay abreast of new types of loans and other financial services and products to better meet customers' needs.
- Submit applications to credit analysts for verification and recommendation.
- Supervise loan personnel.
- Work with clients to identify their financial goals and to find ways of reaching those goals.

Detailed Tasks

Detailed Work Activities:

- advise clients on financial matters
- analyze applicant's financial status
- analyze credit information gathered by investigation
- analyze financial data
- approve or deny loans
- complete information on loan forms
- compute financial data
- compute payment schedule
- compute property equity
- direct and coordinate financial activities
- evaluate customer records
- evaluate degree of financial risk
- explain credit application information
- file documents in court
- identify potential markets
- interview customers
- make presentations on financial matters
- negotiate payment arrangements with customers
- obtain financial information from individuals
- provide customer service
- review loan applications
- use computers to enter, access and retrieve financial data
- use interviewing procedures
- verify bank or financial transactions
- verify information for credit investigations

Technology - Examples

Accounting software

- Bottom Line LoanMaster Loan Servicing
- Financial Industry Computer Systems Loan Accountant

Analytical or scientific software

- FinEng Solutions software

Content workflow software

- Equifax Application Engine



- use product knowledge to market goods
- use sales techniques
- use telephone communication techniques
- write business project or bid proposals

Technology - Examples

Calendar and scheduling software

- Computerized call calendars
- Computerized time management systems

Customer relationship management CRM software

- ACT! software
- Advantage Signature Marketing Group Web Master
- Ardexus Mode
- Ardexus TASC
- Commence Application Suite
- Contact management systems
- Contact Tracking software
- Customer relationship management CRM software
- FrontRange Solutions Goldmine software
- HydraNet software
- interlinkONE software
- Maximizer Enterprise software
- Microsoft Dynamics CRM
- NetSuite NetCRM
- Novo Customer Tracking Software
- Onyx software
- Relavis CRM Portal
- Root Systems SPS Process Management
- Sage SalesLogix
- Salesforce software
- SamePage StudioCRM
- Soffront CRM Portal
- Tigerpaw software

Data base reporting software

- SalesInSync software

- Experian Transact SM

Document management software

- eOriginal eCore Business Suite

Financial analysis software

- Amortization loan software
- Bankers Systems Rembrandt Lending System
- California Infinite LPS
- Calyx Point
- CGI-AMS CACS Enterprise
- CGI-AMS Strata
- Click1003 Online Mortgage Application
- Credit and risk analysis software
- Credit fraud detection software
- Credit underwriting software
- Delphi Discovery
- Dun and Bradstreet Global DecisionMaker
- Dynamic Loanledger
- eCredit Enterprise
- Ellie Mae Contour
- Ellie Mae Genesis
- Equifax Advanced Decisioning
- Equifax InterConnect
- Experian Credinomics
- Experian Detect
- Experian FraudShield
- Experian Quest
- Experian Retention Triggers
- Fair Isaac Application Risk Model Software
- Fair Isaac Capstone Decision Manager
- Fair Isaac Falcon ID
- Fannie Mae Desktop Underwriter
- FAS Loan Service Plus
- Financial Industry Computer Systems Loan Originator



Data base user interface and query software

- Database software
- Microsoft Access

Desk top publishing software

- Contract Central software

Electronic mail software

- IBM Lotus Notes
- Microsoft Exchange
- Microsoft Outlook

Expert system software

- Mastermind software
- Sales force automation software

Internet browser software

- Internet browser software

Office suite software

- Microsoft Office

Presentation software

- Microsoft PowerPoint

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- Desktop computers
- Computer printers
- Notebook computers
- Personal computers

- Financial Industry Computer Systems Loan Producer

- Freddie Mac Loan Prospector

- Harland Financial Solutions DecisionPro

- Harland Interling MortgageWare

- IA Systems StreamLend

- Indus Lending Solutions

- Integra Destiny Loan Origination

- LA PRO Loan Administrator Pro

- LawFirm Software 1003 Uniform Residential Loan Application Software

- LawFirm Software Loan Origination Software

- Loan application processing software

- Moody's KMV CreditEdge

- Moody's KMV Decisions

- Moody's KMV Financial Analyst

- Moody's KMV Risk Advisor

- Moody's KMV Risk Analyst

- Opportunity management system OMS software

- Plimus Loan Artist

- QuikDraw Loan Management System

- RealBenefits Amortization Loan

- Technicost LOS

- The Mortgage Office Loan Origination

- The Mortgage Office Loan Servicing

- TrueClose Loan Origination software

- VueCentric MortgageDashboard

- White Clarke North America Credit Adjudication and Lending Management

Information retrieval or search software

- CGI-AMS BureauLink Enterprise

Internet browser software

- Web browser software

Office suite software

- Experian Strategy Management



Tools - Examples

- Desktop computers
- Notebook computers
- Personal computers
- Personal digital assistants PDA
- Scanners
- Tablet computers

Labor Market Comparison

Description	Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Loan Officers	Difference
Median Wage	N/A	\$ 49,380	N/A
10th Percentile Wage	N/A	\$ 30,930	N/A
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	N/A	\$ 65,110	N/A
90th Percentile Wage	N/A	\$ 85,140	N/A
Mean Wage	N/A	\$ 55,030	N/A
Total Employment - 2007	N/A	1,450	N/A
Employment Base - 2016	N/A	1,511	N/A
Projected Employment - 2016	N/A	1,645	N/A
Projected Job Growth - 2006-2016	N/A	8.9 %	N/A
Projected Annual Openings - 2006-2016	N/A	29	N/A

National Job Posting Trends

Trend for Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products

Trend for Loan Officers

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

Recommended Programs

No program data for the occupation.

Maine Statewide Promotion Opportunities for Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
13-2072.00	Loan Officers	93	3	1,450	\$49,380.00	\$49,380.00	9%	29
41-3011.00	Advertising Sales Agents	93	3	680	\$34,530.00	\$34,530.00	15%	25
41-3031.02	Sales Agents, Financial Services	93	4	0	\$65,230.00	\$65,230.00	5%	33
41-9091.00	Door-To-Door Sales Workers, News and Street Vendors, and Related Workers	93	1	0	\$18,120.00	\$18,120.00	0%	0
19-3021.00	Market Research Analysts	92	4	200	\$49,960.00	\$49,960.00	3%	2
41-9041.00	Telemarketers	92	2	1,670	\$23,680.00	\$23,680.00	-18%	59
41-9021.00	Real Estate Brokers	91	3	320	\$61,300.00	\$61,300.00	-1%	22
41-4011.00	Sales Representatives, Wholesale and Manufacturing, Technical and Scientific Products	91	4	720	\$57,210.00	\$57,210.00	4%	20
41-3021.00	Insurance Sales Agents	91	3	1,620	\$43,290.00	\$43,290.00	4%	80



43-4141.00	New Accounts Clerks	91	2	210	\$28,080.00	\$28,080.00	-14%	6
11-2022.00	Sales Managers	90	4	1,310	\$72,720.00	\$72,720.00	3%	32
13-1022.00	Wholesale and Retail Buyers, Except Farm Products	90	3	490	\$38,660.00	\$38,660.00	-2%	12
29-2081.00	Opticians, Dispensing	90	3	290	\$30,670.00	\$30,670.00	5%	10
41-1012.00	First-Line Supervisors/Managers of Non-Retail Sales Workers	90	4	930	\$55,220.00	\$55,220.00	-1%	19
41-3031.01	Sales Agents, Securities and Commodities	90	4	0	\$65,230.00	\$65,230.00	5%	33

Maine Statewide Promotion Opportunities for Loan Officers

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
13-2072.00	Loan Officers	100	3	1,450	\$49,380.00	\$0.00	9%	29
13-2052.00	Personal Financial Advisors	89	3	360	\$94,100.00	\$44,720.00	10%	13
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$6,710.00	-1%	12
41-3031.02	Sales Agents, Financial Services	89	4	0	\$65,230.00	\$15,850.00	5%	33
41-3031.01	Sales Agents, Securities and Commodities	89	4	0	\$65,230.00	\$15,850.00	5%	33
19-3021.00	Market Research Analysts	85	4	200	\$49,960.00	\$580.00	3%	2
11-3031.02	Financial Managers, Branch or Department	83	4	2,440	\$67,670.00	\$18,290.00	7%	58
41-1012.00	First-Line Supervisors/Managers of Non-Retail Sales Workers	83	4	930	\$55,220.00	\$5,840.00	-1%	19
11-2031.00	Public Relations Managers	82	4	290	\$71,020.00	\$21,640.00	9%	10
41-9021.00	Real Estate Brokers	81	3	320	\$61,300.00	\$11,920.00	-1%	22
13-2051.00	Financial Analysts	81	4	210	\$71,380.00	\$22,000.00	10%	4
11-2022.00	Sales Managers	80	4	1,310	\$72,720.00	\$23,340.00	3%	32
13-2061.00	Financial Examiners	80	4	120	\$55,110.00	\$5,730.00	3%	2
15-2011.00	Actuaries	80	5	0	\$53,980.00	\$4,600.00	0%	0
23-1011.00	Lawyers	80	5	1,910	\$80,120.00	\$30,740.00	6%	73

