



TORO Analysis of First-Line Supervisors/Managers of Office and Administrative Support Workers to Procurement Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	First-Line Supervisors/Managers of Office and Administrative Support Workers	43-1011.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Procurement Clerks	43-3061.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:		95
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Ability TORQ		Skills TORQ		Knowledge TORQ	
Level		95	Level		95
			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
Deductive Reasoning	50	3	72	Time Management	69	6	86	Clerical	71	7	75
				Writing	64	2	74				

LEVEL and IMPT (IMPORTANCE) refer to the Target Procurement Clerks. GAP refers to level difference between First-Line Supervisors/Managers of Office and Administrative Support Workers and Procurement Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	First-Line Supervisors/Managers of Office and Administrative Support Workers	Procurement Clerks	Importance
Oral Comprehension	60	60	81
Oral Expression	64	55	81
Written Comprehension	59	53	78
Written Expression	61	48	72
Problem Sensitivity	47	46	72
Deductive Reasoning	47	50	72



Information Ordering	51	48	72
Speech Clarity	52	41	72
Near Vision	59	59	68
Inductive Reasoning	46	44	62
Speech Recognition	51	42	62
Mathematical Reasoning	51	37	53

Skill Level Comparison - Abilities with importance scores over 69

Description	First-Line Supervisors/Managers of Office and Administrative Support Workers	Procurement Clerks	Importance
Time Management	63	69	86
Reading Comprehension	67	66	82
Speaking	68	63	81
Active Listening	69	67	79
Writing	62	64	74
Critical Thinking	68	68	74
Mbnitoring	71	70	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	First-Line Supervisors/Managers of Office and Administrative Support Workers	Procurement Clerks	Importance
Clerical	64	71	75
Customer and Personal Service	71	60	71

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	First-Line Supervisors/Managers of Office and Administrative Support Workers	Procurement Clerks	Description	First-Line Supervisors/Managers of Office and Administrative Support Workers	Procurement Clerks
10+ years	14%	0%	Doctoral	0%	0%
8-10 years	1%	0%	Professional Degree	2%	0%
6-8 years	14%	0%	Post-Masters Cert	1%	0%
4-6 years	12%	8%	Master's Degree	9%	0%
2-4 years	21%	26%	Post-Bachelor Cert	0%	0%
1-2 years	17%	52%	Bachelors	26%	12%
6-12 months	12%	6%			



3-6 months	1%	3%	AA or Equiv	11%	15%
1-3 months	1%	0%	Some College	15%	11%
0-1 month	0%	2%	Post-Secondary Certificate	4%	27%
None	2%	0%	High School Diploma or GED	27%	33%
			No HSD or GED	0%	0%

First-Line Supervisors/Managers of Office and Administrative Support Workers Procurement Clerks

Most Common Educational/Training Requirement:

Work experience in a related occupation Short-term on-the-job training

Job Zone Comparison

<p>3 - Job Zone Three: Medium Preparation Needed</p> <p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>	<p>3 - Job Zone Three: Medium Preparation Needed</p> <p>Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.</p> <p>Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.</p> <p>Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.</p>
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Tasks

First-Line Supervisors/Managers of Office and Administrative Support Workers	Procurement Clerks
<p>Core Tasks</p> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • Communicating with 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. • Guiding, Directing, and Motivating Subordinates - Providing guidance and direction to subordinates, including setting performance standards and monitoring performance. <p>Specific Tasks</p>	<p>Core Tasks</p> <p>Generalized Work Activities:</p> <ul style="list-style-type: none"> • Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources. • 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. • Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person. • Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data. <p>Specific Tasks</p> <p>Occupation Specific Tasks:</p>

**Occupation Specific Tasks:**

- Analyze financial activities of establishments or departments, and provide input into budget planning and preparation processes.
- Arrange for necessary maintenance and repair work.
- Compute figures such as balances, totals, and commissions.
- Consult with managers and other personnel to resolve problems in areas such as equipment performance, output quality, and work schedules.
- Coordinate activities with other supervisory personnel, and with other work units or departments.
- Coordinate or perform activities associated with shipping, receiving, distribution, and transportation.
- Design, implement, and evaluate staff training and development programs, customer service initiatives, and performance measurement criteria.
- Develop and/or update procedures, policies, and standards.
- Develop work schedules according to budgets and workloads.
- Discuss job performance problems with employees in order to identify causes and issues, and to work on resolving problems.
- Discuss work problems or grievances with union representatives.
- Evaluate employees' job performance and conformance to regulations, and recommend appropriate personnel action.
- Implement corporate and departmental policies, procedures, and service standards in conjunction with management.
- Interpret and communicate work procedures and company policies to staff.
- Keep informed of provisions of labor-management agreements and their effects on departmental operations.
- Maintain records pertaining to inventory, personnel, orders, supplies, and machine maintenance.
- Make recommendations to management concerning such issues as staffing decisions and procedural changes.
- Monitor inventory levels, and requisition or purchase supplies as needed.
- Participate in the work of subordinates in order to facilitate productivity or to overcome difficult aspects of work.
- Plan for and coordinate office services such as equipment and supply acquisition and organization, disposal of assets, relocation, parking, maintenance, and security services.
- Plan layouts of stockrooms, warehouses, or other storage areas, considering turnover, size, weight, and related factors

- Approve bills for payment.
- Calculate costs of orders, and charge or forward invoices to appropriate accounts.
- Check shipments when they arrive to ensure that orders have been filled correctly and that goods meet specifications.
- Compare prices, specifications, and delivery dates in order to determine the best bid among potential suppliers.
- Compare suppliers' bills with bids and purchase orders in order to verify accuracy.
- Contact suppliers in order to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other problems.
- Determine if inventory quantities are sufficient for needs, ordering more materials when necessary.
- Locate suppliers, using sources such as catalogs and the internet, and interview them to gather information about products to be ordered.
- Maintain knowledge of all organizational and governmental rules affecting purchases, and provide information about these rules to organization staff members and to vendors.
- Monitor contractor performance, recommending contract modifications when necessary.
- Monitor in-house inventory movement and complete inventory transfer forms for bookkeeping purposes.
- Perform buying duties when necessary.
- Prepare invitation-of-bid forms, and mail forms to supplier firms or distribute forms for public posting.
- Prepare purchase orders and send copies to suppliers and to departments originating requests.
- Prepare, maintain, and review purchasing files, reports and price lists.
- Respond to customer and supplier inquiries about order status, changes, or cancellations.
- Review requisition orders in order to verify accuracy, terminology, and specifications.
- Track the status of requisitions, contracts, and orders.

Detailed Tasks**Detailed Work Activities:**

- communicate technical information
- compile data for financial reports
- compute financial data
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms



pertaining to items stored.

- Prepare and issue work schedules, deadlines, and duty assignments of office or administrative staff.
- Provide employees with guidance in handling difficult or complex problems, and in resolving escalated complaints or disputes.
- Recruit, interview, and select employees.
- Research, compile, and prepare reports, manuals, correspondence, and other information required by management or governmental agencies.
- Resolve customer complaints, and answer customers' questions regarding policies and procedures.
- Review records and reports pertaining to activities such as production, payroll, and shipping in order to verify details, monitor work activities, and evaluate performance.
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Train and instruct employees in job duties and company policies, or arrange for training to be provided.

Detailed Tasks

Detailed Work Activities:

- analyze operational or management reports or records
- analyze organizational operating practices or procedures
- answer customer or public inquiries
- assign work to staff or employees
- compile itinerary of planned meetings or activities
- conduct or attend staff meetings
- conduct training for personnel
- confer with other departmental heads to coordinate activities
- consult with managerial or supervisory personnel
- coordinate staff or activities in clerical support setting
- delegate appropriate administrative support activities
- develop budgets
- develop policies, procedures, methods, or standards
- develop staffing plan
- dictate correspondence
- direct and coordinate activities of workers or staff
- document provision of administrative services
- establish employee performance standards

- fill out purchase requisitions
- identify supplier with best bid
- locate sources of supply for purchasing
- maintain account records
- maintain records, reports, or files
- manage inventories or supplies
- obtain information from individuals
- operate calculating devices
- order or purchase supplies, materials, or equipment
- select materials or tools
- use computers to enter, access or retrieve data
- use telephone communication techniques
- verify data from invoices to ensure accuracy
- write business correspondence



- evaluate information from employment interviews
- evaluate office operations
- evaluate performance of employees or contract personnel
- explain rules, policies or regulations
- hire, discharge, transfer, or promote workers
- interview job applicants
- maintain account records
- maintain administrative services procedures manual
- maintain file of job openings
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain records, reports, or files
- maintain travel expense accounts
- modify work procedures or processes to meet deadlines
- monitor worker performance
- order or purchase supplies, materials, or equipment
- orient new employees
- oversee work progress to verify safety or conformance to standards
- plan meetings or conferences
- plan or organize work
- prepare financial reports
- prepare or maintain employee records
- prepare reports
- prepare tax reports
- prepare travel vouchers
- purchase office equipment or furniture
- recommend improvements to work methods or procedures
- recommend personnel actions, such as promotions, transfers, and dismissals
- recommend purchase or repair of furnishings or equipment
- requisition stock, materials, supplies or equipment
- resolve customer or public complaints
- resolve or assist workers to resolve work problems
- resolve personnel problems or grievances
- schedule employee work hours
- schedule meetings or appointments
- schedule or contract meeting facilities
- select software for clerical activities
- write administrative procedures services manual
- write employee orientation or training materials



Labor Market Comparison

Description	First-Line Supervisors/Managers of Office and Administrative Support Workers	Procurement Clerks	Difference
Median Wage	\$ 38,420	\$ 33,300	\$(5,120)
10th Percentile Wage	\$ 26,110	\$ 22,760	\$(3,350)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,860	\$ 41,460	\$(6,400)
90th Percentile Wage	\$ 59,480	\$ 47,510	\$(11,970)
Mean Wage	\$ 41,030	\$ 33,970	\$(7,060)
Total Employment - 2007	7,710	N/A	N/A
Employment Base - 2006	7,720	251	-7,469
Projected Employment - 2016	7,979	247	-7,732
Projected Job Growth - 2006-2016	3.4 %	-1.6 %	-4.9 %
Projected Annual Openings - 2006-2016	185	5	-180

National Job Posting Trends

Trend for First-Line Supervisors/Managers of Office and Administrative Support Workers

Trend for Procurement 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 First-Line Supervisors/Managers of Office and Administrative Support Workers

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-1011.00	First-Line Supervisors/Managers of Office and Administrative Support Workers	100	3	7,710	\$38,420.00	\$0.00	3%	185
11-3031.02	Financial Managers, Branch or Department	94	4	2,440	\$67,670.00	\$29,250.00	7%	58
11-9081.00	Lodging Managers	93	3	520	\$43,350.00	\$4,930.00	17%	62
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	93	4	770	\$43,900.00	\$5,480.00	8%	23
11-3041.00	Compensation and Benefits Managers	93	3	200	\$68,560.00	\$30,140.00	2%	5
13-1071.02	Personnel Recruiters	93	4	610	\$41,200.00	\$2,780.00	10%	19
41-1012.00	First-Line Supervisors/Managers of Non-Retail Sales Workers	93	4	930	\$55,220.00	\$16,800.00	-1%	19
13-2053.00	Insurance Underwriters	92	3	460	\$56,090.00	\$17,670.00	-1%	12
41-3031.01	Sales Agents, Securities and Commodities	92	4	0	\$65,230.00	\$26,810.00	5%	33
43-6011.00	Executive Secretaries and Administrative Assistants	92	3	3,330	\$38,830.00	\$410.00	6%	76
11-3011.00	Administrative Services Managers	92	4	1,090	\$56,630.00	\$18,210.00	5%	34
11-3042.00	Training and Development Managers	92	4	140	\$66,670.00	\$28,250.00	7%	4



13-1071.01	Employment Interviewers	92	3	610	\$41,200.00	\$2,780.00	10%	19
41-3031.02	Sales Agents, Financial Services	92	4	0	\$65,230.00	\$26,810.00	5%	33
19-3021.00	Market Research Analysts	91	4	200	\$49,960.00	\$11,540.00	3%	2

Top Industries for Procurement Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Federal government, excluding postal service	919999	18.66%	14,519	12,352	-14.92%
Management of companies and enterprises	551100	5.35%	4,159	4,794	15.28%
General medical and surgical hospitals, public and private	622100	5.24%	4,074	4,510	10.71%
Elementary and secondary schools, public and private	611100	4.08%	3,176	3,347	5.38%
Colleges, universities, and professional schools, public and private	611300	3.27%	2,546	2,849	11.87%
Local government, excluding education and hospitals	939300	2.64%	2,057	2,311	12.34%
Building material and supplies dealers	444100	2.11%	1,640	1,887	15.01%
Grocery and related product wholesalers	424400	1.79%	1,392	1,522	9.35%
Employment services	561300	1.55%	1,205	1,525	26.57%
State government, excluding education and hospitals	929200	1.42%	1,106	977	-11.69%
Grocery stores	445100	1.36%	1,062	1,159	9.11%
Wholesale electronic markets and agents and brokers	425100	1.22%	951	971	2.13%
Miscellaneous nondurable goods merchant wholesalers	424900	1.12%	874	855	-2.15%
Junior colleges, public and private	611200	1.11%	865	860	-0.56%
Self-employed workers, secondary job	000602	1.07%	831	744	-10.40%

Top Industries for First-Line Supervisors/Managers of Office and Administrative Support Workers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Depository credit intermediation	522100	7.78%	110,315	104,715	-5.08%
Offices of physicians	621100	4.62%	65,516	76,847	17.30%
Local government, excluding education and hospitals	939300	4.19%	59,421	62,149	4.59%
General medical and surgical hospitals, public and private	622100	2.97%	42,111	43,406	3.08%



State government, excluding education and hospitals	929200	2.93%	41,562	37,971	-8.64%
Management of companies and enterprises	551100	2.85%	40,496	43,464	7.33%
Colleges, universities, and professional schools, public and private	611300	2.59%	36,784	38,313	4.16%
Grocery stores	445100	1.85%	26,278	26,693	1.58%
Self-employed workers, primary job	000601	1.62%	23,008	22,821	-0.81%
Employment services	561300	1.53%	21,699	25,569	17.83%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	1.42%	20,109	20,207	0.49%
Legal services	541100	1.33%	18,934	19,362	2.26%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.31%	18,637	20,580	10.42%
Offices of dentists	621200	1.25%	17,792	19,658	10.49%
Direct insurance (except life, health, and medical) carriers	524120	1.15%	16,365	14,333	-12.42%