



TORO Analysis of Shipping, Receiving, and Traffic Clerks to Postal Service Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Shipping, Receiving, and Traffic Clerks	43-5071.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Postal Service Clerks	43-5051.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:



91

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	94	Level	93	Level	86

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Finger Dexterity	39	9	53	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Problem Sensitivity	46	5	59								
Arm-Hand Steadiness	35	5	56								
Inductive Reasoning	42	5	50								
Selective Attention	41	4	56								
Mathematical Reasoning	30	4	50								
Speech Clarity	44	3	59								
Deductive Reasoning	42	3	56								
Near Vision	51	3	56								
Oral Expression	53	2	62								
Number Facility	39	2	53								
Trunk Strength	39	2	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Postal Service Clerks. GAP refers to level difference between Shipping, Receiving, and Traffic Clerks and Postal Service Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50



Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Importance
Oral Comprehension	51	51	68
Oral Expression	51	53	62
Problem Sensitivity	41	46	59
Speech Recognition	48	48	59
Speech Clarity	41	44	59
Deductive Reasoning	39	42	56
Selective Attention	37	41	56
Arm-Hand Steadiness	30	35	56
Manual Dexterity	39	39	56
Near Vision	48	51	56
Written Comprehension	46	44	53
Information Ordering	44	42	53
Category Flexibility	39	39	53
Number Facility	37	39	53
Finger Dexterity	30	39	53
Written Expression	42	39	50
Inductive Reasoning	37	42	50
Mathematical Reasoning	26	30	50
Trunk Strength	37	39	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Importance
Active Listening	61	54	83
Reading Comprehension	61	59	75
Speaking	59	49	74
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Importance
Customer and Personal Service	53	53	69

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks
10+ years	1%	1%	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	0%	0%	Master's Degree	0%	0%
2-4 years	15%	9%	Post-Bachelor Cert	0%	0%



1-2 years	12%		8%		Bachelors	0%		0%	
6-12 months	13%		0%		AA or Equiv	17%		4%	
3-6 months	0%		8%		Some College	13%		3%	
1-3 months	3%		10%		Post-Secondary Certificate	12%		4%	
0-1 month	4%		9%		High School Diploma or GED	41%		82%	
None	47%		51%		No HSD or GED	14%		4%	

Shipping, Receiving, and Traffic Clerks

Postal Service Clerks

Most Common Educational/Training Requirement:

Short-term on-the-job training

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Job Zone Comparison

2 - Job Zone Two: Some Preparation Needed

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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

Shipping, Receiving, and Traffic Clerks

Postal Service Clerks

Core Tasks

Core Tasks

Generalized Work Activities:

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.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- 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.
- Identifying Objects, Actions, and Events - Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- 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.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- 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

Specific Tasks

Occupation Specific Tasks:



Occupation Specific Tasks:

- Compute amounts, such as space available, and shipping, storage, and demurrage charges, using calculator or price list.
- Confer and correspond with establishment representatives to rectify problems, such as damages, shortages, and nonconformance to specifications.
- Contact carrier representative to make arrangements and to issue instructions for shipping and delivery of materials.
- Deliver or route materials to departments, using work devices, such as handtruck, conveyor, or sorting bins.
- Determine shipping method for materials, using knowledge of shipping procedures, routes, and rates.
- Examine contents and compare with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Pack, seal, label, and affix postage to prepare materials for shipping, using work devices such as hand tools, power tools, and postage meter.
- Prepare documents, such as work orders, bills of lading, and shipping orders to route materials.
- Record shipment data, such as weight, charges, space availability, and damages and discrepancies, for reporting, accounting, and recordkeeping purposes.
- Requisition and store shipping materials and supplies to maintain inventory of stock.

Detailed Tasks

Detailed Work Activities:

- compare shipment contents to records
- confer with engineering, technical or manufacturing personnel
- convey cargo by hand truck
- examine products or work to verify conformance to specifications
- fill out business or government forms
- load, unload, or stack containers, materials, or products
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- measure, weigh, or count products or materials
- monitor materials or supplies
- obtain information from individuals
- operate business machines
- package goods for shipment or storage
- requisition stock, materials, supplies or equipment

- Answer questions regarding mail regulations and procedures, postage rates, and post office boxes.
- Cash money orders.
- Check mail in order to ensure correct postage and that packages and letters are in proper condition for mailing.
- Complete forms regarding changes of address, or theft or loss of mail, or for special services such as registered or priority mail.
- Feed mail into postage canceling devices or hand stamp mail to cancel postage.
- Keep money drawers in order, and record and balance daily transactions.
- Obtain signatures from recipients of registered or special delivery mail.
- Post announcements or government information on public bulletin boards.
- Provide assistance to the public in complying with federal regulations of Postal Service and other federal agencies.
- Provide customers with assistance in filing claims for mail theft, or lost or damaged mail.
- Put undelivered parcels away, retrieve them when customers come to claim them, and complete any related documentation.
- Receive letters and parcels, and place mail into bags.
- Register, certify, and insure letters and parcels.
- Rent post office boxes to customers.
- Respond to complaints regarding mail theft, delivery problems, and lost or damaged mail, filling out forms and making appropriate referrals for investigation.
- Sell and collect payment for products such as stamps, prepaid mail envelopes, and money orders.
- Set postage meters, and calibrate them to ensure correct operation.
- Sort incoming and outgoing mail, according to type and destination, by hand or by operating electronic mail-sorting and scanning devices.
- Transport mail from one work station to another.
- Weigh letters and parcels; compute mailing costs based on type, weight, and destination; and affix correct postage.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- assist public in complying with Postal Service regulations
- calculate monetary exchange



- take messages
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- wrap products

Technology - Examples

Compliance software

- Kewill Compliance Partner

Data base user interface and query software

- MSR Visual Exporter

Document management software

- MSR Visual Exporter Document Library

Enterprise application integration software

- MSR Visual Exporter Enterprise Integrator

Internet browser software

- Web browser software

Label making software

- Barcode labeling software
- Endicia Internet Postage
- Laser Substrates PostalXport

Materials requirements planning logistics and supply chain software

- Accuship Star System
- ADi SmartBOL
- AES MailSTAR
- CMS Consultants WorldLink
- DM2 Bills of Lading Software
- Dydacomp Mail Order Manager
- eLading Bill of Lading Software
- FedEx Ship Manager
- Freight+ software
- Harvey software
- Kewill Clippership
- Kewill Javelin Distribution Ship
- Pitney Bowes ShipStream Manager
- Precision TRA/X
- Shipping and freight management software

- distribute correspondence or mail
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- greet customers, guests, visitors, or passengers
- insert mail into slots of mail rack
- load, unload, or stack containers, materials, or products
- maintain account records
- monitor currency, coin, or checks in cash drawer
- obtain information from individuals
- operate alpha or numeric mail sorting systems
- operate business machines
- process mail through postage machine
- provide assistance to post office customers
- provide customer service in postal or mail service setting
- receive or disburse cash related to payments received
- relay information to proper officials
- resolve customer or public complaints
- sell products or services
- sort mail letters or packages
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Technology - Examples



- Universal Parcel Shipping UPS software
- UPS Intelliverse
- UPS WorldShip
- Varsity ShipSoft Supply Chain Execution Suite
- WindowBook Postal Package Partner
- Optical character reader OCR or scanning software
- Enterprise Systems RFID Data Management
- Procurement software
- Aestiva Purchase Order

Tools - Examples

- Barcode printers
- Handheld bar code scanning devices
- Desktop computers
- Package scales
- Forklifts
- Postage meters
- Notebook computers
- Shrink wrap packaging vacuums
- Fixed radio frequency identification device
RFID readers

Labor Market Comparison

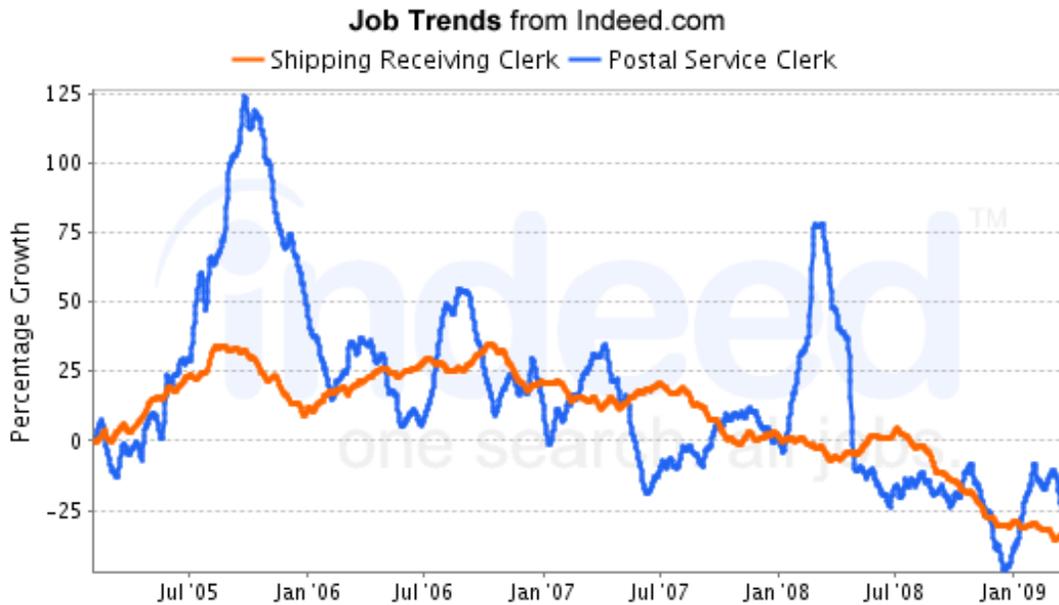
Description	Shipping, Receiving, and Traffic Clerks	Postal Service Clerks	Difference
Median Wage	\$ 26,320	\$ 44,780	\$ 18,460
10th Percentile Wage	\$ 17,090	\$ 38,530	\$ 21,440
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 31,310	\$ 47,910	\$ 16,600
90th Percentile Wage	\$ 37,710	\$ 49,790	\$ 12,080
Mean Wage	\$ 26,780	\$ 43,990	\$ 17,210
Total Employment - 2007	2,660	580	-2,080
Employment Base - 2006	2,647	577	-2,070
Projected Employment - 2016	2,623	559	-2,064
Projected Job Growth - 2006-2016	-0.9 %	-3.1 %	-2.2 %

Projected Annual Openings - 2006-2016	63	13	-50
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National Job Posting Trends

Trend for Shipping, Receiving, and Traffic Clerks

Trend for Postal Service 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 Shipping, Receiving, and Traffic Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5071.00	Shipping, Receiving, and Traffic Clerks	100	2	2,660	\$26,320.00	\$0.00	-1%	63
43-5051.00	Postal Service Clerks	91	2	580	\$44,780.00	\$18,460.00	-3%	13



43-9041.02	Insurance Policy Processing Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	90	1	310	\$28,060.00	\$1,740.00	-3%	8
43-9041.01	Insurance Claims Clerks	90	2	1,810	\$31,380.00	\$5,060.00	-8%	22
29-2071.00	Medical Records and Health Information Technicians	89	3	760	\$29,180.00	\$2,860.00	16%	34
43-5011.00	Cargo and Freight Agents	89	2	170	\$40,360.00	\$14,040.00	5%	5
43-4031.01	Court Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-4031.03	License Clerks	89	2	1,190	\$27,650.00	\$1,330.00	9%	37
43-3021.02	Billing, Cost, and Rate Clerks	89	3	1,990	\$27,580.00	\$1,260.00	1%	28
43-6014.00	Secretaries, Except Legal, Medical, and Executive	88	2	10,400	\$28,260.00	\$1,940.00	-6%	172
43-3061.00	Procurement Clerks	88	3	0	\$33,300.00	\$6,980.00	-2%	5
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$4,150.00	-3%	17
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	87	3	7,220	\$29,840.00	\$3,520.00	6%	177
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	87	2	970	\$41,950.00	\$15,630.00	-12%	10

Top Industries for Postal Service Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Postal service	491100	99.85%	79,383	80,254	1.10%

Top Industries for Shipping, Receiving, and Traffic Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Employment services	561300	5.66%	43,535	53,017	21.78%
Warehousing and storage	493100	5.07%	39,023	50,153	28.52%
Department stores	452100	4.02%	30,939	29,296	-5.31%



Building material and supplies dealers	444100	3.32%	25,519	31,379	22.96%
Couriers	492100	2.51%	19,296	19,952	3.40%
Professional and commercial equipment and supplies merchant wholesalers	423400	2.29%	17,611	19,753	12.16%
Grocery and related product wholesalers	424400	2.19%	16,838	17,716	5.22%
Grocery stores	445100	1.97%	15,113	15,866	4.98%
Wholesale electronic markets and agents and brokers	425100	1.84%	14,169	15,471	9.19%
Electrical and electronic goods merchant wholesalers	423600	1.74%	13,370	15,168	13.45%
Printing and related support activities	323100	1.63%	12,541	9,561	-23.76%
Electronic shopping and mail-order houses	454100	1.62%	12,480	15,021	20.36%
Plastics product manufacturing	326100	1.60%	12,300	12,546	2.00%
Other general merchandise stores	452900	1.58%	12,160	15,842	30.28%
Miscellaneous nondurable goods merchant wholesalers	424900	1.53%	11,787	12,331	4.61%