



TORQ Analysis of Order Fillers, Wholesale and Retail Sales to Mail Clerks and Mail Machine Operators, Except Postal Service

INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Order Fillers, Wholesale and Retail Sales	43-5081.04	Abilities:	Importance Level: 50	Weight: 1
To Title:	Mail Clerks and Mail Machine Operators, Except Postal Service	43-9051.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:



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Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	76	Level	81	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
Finger Dexterity	41	25	50	No Skills Upgrade Required!				No Knowledge Upgrades Required!			
Selective Attention	39	4	53								
Speech Recognition	37	3	50								
Problem Sensitivity	37	2	50								
Information Ordering	37	2	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Mail Clerks and Mail Machine Operators, Except Postal Service. GAP refers to level difference between Order Fillers, Wholesale and Retail Sales and Mail Clerks and Mail Machine Operators, Except Postal Service.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Importance
Near Vision	46	41	59
Category Flexibility	42	41	53
Selective Attention	35	39	53
Oral Comprehension	46	44	50
Problem Sensitivity	35	37	50
Information Ordering	35	37	50



Finger Dexterity	16	41	50
Speech Recognition	34	37	50
Skill Level Comparison - Abilities with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Importance
Knowledge Level Comparison - Knowledge with importance scores over 69			
Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Importance

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service
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	1%	3%	Master's Degree	0%	0%
2-4 years	0%	1%	Post-Bachelor Cert	0%	0%
1-2 years	7%	3%	Bachelors	0%	0%
6-12 months	12%	10%	AA or Equiv	9%	0%
3-6 months	6%	4%	Some College	8%	6%
1-3 months	2%	7%	Post-Secondary Certificate	0%	1%
0-1 month	2%	5%	High School Diploma or GED	24%	37%
None	66%	63%	No HSD or GED	56%	54%
Order Fillers, Wholesale and Retail Sales			Mail Clerks and Mail Machine Operators, Except Postal Service		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
<p>2 - Job Zone Two: Some Preparation Needed</p> <p>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.</p> <p>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.</p> <p>Employees in these occupations need anywhere from a few months to one year of working with experienced employees.</p>			<p>1 - Job Zone One: Little or No Preparation Needed</p> <p>No previous work-related skill, knowledge, or experience is needed for these occupations. For example, a person can become a cashier even if he/she has never worked before.</p> <p>These occupations may require a high school diploma or GED certificate. Some may require a formal training course to obtain a license.</p> <p>Employees in these occupations need anywhere from a few days to a few months of training. Usually, an experienced worker could show you how to do the job.</p>		

Tasks



Order Fillers, Wholesale and Retail Sales

Core Tasks

Generalized Work Activities:

- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Coordinating the Work and Activities of Others- Getting members of a group to work together to accomplish tasks.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.

Specific Tasks

Occupation Specific Tasks:

- Change the price of books in a warehouse.
- Compare printed price tickets with entries on purchase orders to verify accuracy and notify supervisor of discrepancies.
- Indicate item size, style, color, and inspection results on tags, tickets, and labels, using rubber stamp or writing instrument.
- Keep records of production, returned goods, and related transactions.
- Mark selling price by hand on boxes containing merchandise.
- Pin, paste, sew, tie, or staple tickets, tags, or labels to article.
- Put price information on tickets, marking by hand or using ticket-printing machine.
- Record number and types of articles marked and pack articles in boxes.
- Record price, buyer, and grade of product on tickets attached to products auctioned.

Detailed Tasks

Detailed Work Activities:

- attach or mark identification onto products or containers
- complete record of production
- fill out business or government forms
- maintain records, reports, or files
- manage inventories or supplies

Mail Clerks and Mail Machine Operators, Except Postal Service

Core Tasks

Generalized Work Activities:

- Handling and Moving Objects - Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
- Controlling Machines and Processes - Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).
- Performing General Physical Activities - Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- 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.

Specific Tasks

Occupation Specific Tasks:

- Accept and check containers of mail or parcels from large volume mailers, couriers, and contractors.
- Add ink, fill paste reservoirs, and change machine ribbons when necessary.
- Adjust guides, rollers, loose card inserters, weighing machines, and tying arms, using rules and hand tools.
- Affix postage to packages or letters by hand, or stamp materials, using postage meters.
- Answer inquiries regarding shipping or mailing policies.
- Clear jams in sortation equipment.
- Contact delivery or courier services to arrange delivery of letters and parcels.
- Determine manner in which mail is to be sent, and prepare it for delivery to mailing facilities.
- Fold letters or circulars and insert them in envelopes.
- Insert material for printing or addressing into loading racks on machines, select type or die sizes, and position plates, stencils, or tapes in machine magazines.
- Inspect mail machine output for defects; determine how to eliminate causes of any defects.



- measure, weigh, or count products or materials
- package goods for shipment or storage
- perform clerical duties including typing, accepting orders, or sorting mail
- price merchandise
- process returned merchandise
- retrieve or place goods from/into storage
- stock or organize goods
- use computers to enter, access or retrieve data
- use inventory control procedures
- use oral or written communication techniques
- verify completeness or accuracy of data

- Lift and unload containers of mail or parcels onto equipment for transportation to sortation stations.
- Mail merchandise samples or promotional literature in response to requests.
- Operate computer-controlled keyboards or voice recognition equipment in order to direct items according to established routing schemes.
- Operate embossing machines or typewriters to make corrections, additions, and changes to address plates.
- Place incoming or outgoing letters or packages into sacks or bins based on destination or type, and place identifying tags on sacks or bins.
- Read production orders to determine types and sizes of items scheduled for printing and mailing.
- Release packages or letters to customers upon presentation of written notices or other identification.
- Remove containers of sorted mail/parcels, and transfer them to designated areas according to established procedures.
- Remove from machines printed materials such as labeled articles, postmarked envelopes or tape, and folded sheets.
- Seal or open envelopes, by hand or by using machines.
- Sell mail products, and accept payment for products and mailing charges.
- Sort and route incoming mail, and collect outgoing mail, using carts as necessary.
- Stamp dates and times of receipt of incoming mail.
- Start machines that automatically feed plates, stencils, or tapes through mechanisms, and observe machine operations in order to detect any malfunctions.
- Use equipment such as forklifts and automated "trains" to move containers of mail.
- Verify that items are addressed correctly, marked with the proper postage, and in suitable condition for processing.
- Weigh packages or letters to determine postage needed, using weighing scales and rate charts.
- Wrap packages or bundles by hand, or by using tying machines.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- demonstrate or explain assembly or use of equipment
- distribute correspondence or mail
- fill out business or government forms
- insert mail into slots of mail rack



- inspect mail preparation or handling machine output for defects
- inspect outgoing mail for conformance to standards or accuracy
- maintain inventory of office forms
- maintain records, reports, or files
- measure, weigh, or count products or materials
- monitor operation of document sorting machine
- monitor operation of mail preparation or handling machines
- operate alpha or numeric mail sorting systems
- operate business machines
- operate printing equipment/machinery
- package goods for shipment or storage
- process mail through postage machine
- process orders for merchandise
- proofread printed or written material
- provide customer service
- provide customer service in postal or mail service setting
- read work order, instructions, formulas, or processing charts
- set up production equipment or machinery
- sort mail letters or packages
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Labor Market Comparison

Description	Order Fillers, Wholesale and Retail Sales	Mail Clerks and Mail Machine Operators, Except Postal Service	Difference
Median Wage	\$ 19,860	\$ 23,250	\$ 3,390
10th Percentile Wage	\$ 15,330	\$ 15,120	\$(210)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 24,350	\$ 28,470	\$ 4,120
90th Percentile Wage	\$ 30,370	\$ 33,170	\$ 2,800
Mean Wage	\$ 21,410	\$ 23,730	\$ 2,320
Total Employment - 2007	7,670	490	-7,180
Employment Base - 2006	7,601	485	-7,116
Projected Employment - 2016	6,921	395	-6,526
Projected Job Growth - 2006-2016	-8.9 %	-18.5 %	-9.6 %

Projected Annual Openings
- 2006-2016

180

13

-167

National Job Posting Trends

Trend for Order Fillers, Wholesale and Retail Sales

Trend for Mail Clerks and Mail Machine Operators, Except Postal Service

Job Trends from Indeed.com

— Retail Sales Order Filler — Mail Clerk

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 Order Fillers, Wholesale and Retail Sales

O* NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5081.04	Order Fillers, Wholesale and Retail Sales	100	2	7,670	\$19,860.00	\$0.00	-9%	180



43-5081.03	Stock Clerks- Stockroom, Warehouse, or Storage Yard	80	1	7,670	\$19,860.00	\$0.00	-9%	180
43-9051.00	Mail Clerks and Mail Machine Operators, Except Postal Service	79	1	490	\$23,250.00	\$3,390.00	-19%	13
43-5053.00	Postal Service Mail Sorters, Processors, and Processing Machine Operators	78	2	970	\$41,950.00	\$22,090.00	-12%	10
43-5081.02	Marking Clerks	78	2	7,670	\$19,860.00	\$0.00	-9%	180
43-5051.00	Postal Service Clerks	76	2	580	\$44,780.00	\$24,920.00	-3%	13
41-2031.00	Retail Salespersons	75	2	18,460	\$22,050.00	\$2,190.00	4%	677
41-9041.00	Telemarketers	75	2	1,670	\$23,680.00	\$3,820.00	-18%	59
43-5081.01	Stock Clerks, Sales Floor	75	1	7,670	\$19,860.00	\$0.00	-9%	180
29-2051.00	Dietetic Technicians	74	3	170	\$27,270.00	\$7,410.00	13%	7
43-3021.01	Statement Clerks	74	2	1,990	\$27,580.00	\$7,720.00	1%	28
43-3071.00	Tellers	74	2	2,970	\$21,770.00	\$1,910.00	18%	184
51-9061.00	Inspectors, Testers, Sorters, Samplers, and Weighers	74	2	1,700	\$29,700.00	\$9,840.00	-14%	26
43-5111.00	Weighers, Measurers, Checkers, and Samplers, Recordkeeping	73	1	310	\$28,060.00	\$8,200.00	-3%	8
43-5071.00	Shipping, Receiving, and Traffic Clerks	73	2	2,660	\$26,320.00	\$6,460.00	-1%	63

Top Industries for Mail Clerks and Mail Machine Operators, Except Postal Service

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Advertising and related services	541800	13.09%	19,902	20,577	3.39%
Employment services	561300	6.47%	9,834	9,148	-6.98%
Newspaper publishers	511110	5.47%	8,311	5,233	-37.03%
Federal government, excluding postal service	919999	4.85%	7,382	5,130	-30.52%
Management of companies and enterprises	551100	3.77%	5,728	4,853	-15.27%
Religious organizations	813100	3.71%	5,649	4,983	-11.79%



Data processing, hosting, and related services	518200	3.58%	5,446	5,411	-0.64%
Colleges, universities, and professional schools, public and private	611300	3.16%	4,809	3,954	-17.77%
Printing and related support activities	323100	2.83%	4,298	2,503	-41.76%
Couriers	492100	2.30%	3,494	2,760	-21.02%
Direct insurance (except life, health, and medical) carriers	524120	2.24%	3,403	2,615	-23.18%
Depository credit intermediation	522100	2.16%	3,284	2,461	-25.06%
Electronic shopping and mail-order houses	454100	1.84%	2,798	2,572	-8.06%
Legal services	541100	1.82%	2,760	2,228	-19.27%
Insurance agencies and brokerages	524210	1.42%	2,165	1,800	-16.86%

Top Industries for Order Fillers, Wholesale and Retail Sales

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Grocery stores	445100	23.82%	406,079	370,728	-8.71%
Department stores	452100	16.56%	282,337	232,482	-17.66%
Other general merchandise stores	452900	9.11%	155,334	175,987	13.30%
Warehousing and storage	493100	3.42%	58,300	65,157	11.76%
Employment services	561300	2.57%	43,742	46,324	5.90%
Clothing stores	448100	2.50%	42,692	37,499	-12.16%
Grocery and related product wholesalers	424400	2.26%	38,557	35,278	-8.50%
Pharmacies and drug stores	446110	1.85%	31,599	29,366	-7.07%
General medical and surgical hospitals, public and private	622100	1.51%	25,696	23,804	-7.36%
Miscellaneous nondurable goods merchant wholesalers	424900	1.11%	18,994	17,279	-9.03%
Electronics and appliance stores	443100	0.97%	16,458	13,754	-16.43%
Wholesale electronic markets and agents and brokers	425100	0.95%	16,236	15,416	-5.05%
Office supplies, stationery, and gift stores	453200	0.91%	15,522	10,716	-30.97%
Motor vehicle and motor vehicle parts and supplies merchant wholesalers	423100	0.82%	14,032	13,402	-4.49%
Local government, excluding education and hospitals	939300	0.80%	13,602	12,785	-6.00%