

Real Estate Appraisers

This information is designed for Real Estate Appraisers affected by the decline in the mortgage industry in Southern California. It identifies and describes the current occupation, and profiles six related occupations that share many of the same skill requirements.

These profiles can be used to help:

- Prepare for job interviews and resume writing
- Help make training decisions
- Explore new career options in occupations that require many of the same skills

Each Occupation Profile contains the following information:

- Profile of current occupation, with local labor market information, tasks, and skills information.
- Profiles of the most closely-related occupations, based on the U.S. Department of Labor's *Occupational Information Network (O*NET)*.

Each information packet is designed to answer questions like “how much can I expect to earn on this job?” and “what’s the outlook for this type of work in the next ten years?” Statewide and Southern California counties are listed with outlook, wage, and training information. To view the outlook in other counties, go to the LaborMarketInfo Web site at www.labormarketinfo.edd.ca.gov and select the Data Library tab. Under “Data by Occupation,” select the metropolitan statistical area (MSA) of your choice to view the outlook for a selected occupation.

Labor Market Information Division
Workforce Service Branch
Employment Development Department



Real Estate Appraisers, continued

Description

Appraise real property to determine its fair value. May assess taxes in accordance with prescribed schedules.

Important Tasks

- Prepare written reports that estimate property values, outline methods by which the estimations were made, and meet appraisal standards.
- Compute final estimation of property values, taking into account such factors as depreciation, replacement costs, value comparisons of similar properties, and income potential.
- Search public records for transactions such as sales, leases, and assessments.
- Inspect properties to evaluate construction, condition, special features, and functional design, and to take property measurements.
- Photograph interiors and exteriors of properties in order to assist in estimating property value, substantiate findings, and complete appraisal reports.

2007 Average Wages*

	Hourly	Annual
California	\$34.87	\$72,542
Los Angeles-Long Beach-Glendale	\$37.24	\$77,460
Santa Ana-Anaheim-Irvine	\$33.78	\$70,247
Riverside-San Bernardino-Ontario	\$29.32	\$60,986
San Diego-Carlsbad-San Marcos	\$32.83	\$68,291
Oxnard-Thousand Oaks-Ventura	N/A	N/A

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

*Wages reported do not represent self-employed earnings. These wages represent a broad occupational group that includes Real Estate Appraisers and Assessors.

Education and Training Requirements

Typical Education Level Required: Post-secondary vocational education. Occupations that require completion of vocational school training.

Real Estate Appraisers, continued

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Building and Construction	Knowledge of materials, methods, and the tools involved in the construction or repair of houses, buildings, or other structures such as highways and roads.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Skill	Description
Writing	Communicating effectively in writing as appropriate for the needs of the audience.
Mathematics	Using mathematics to solve problems.
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
Ability	Description
Written Comprehension	The ability to read and understand information and ideas presented in writing.
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Written Expression	The ability to communicate information and ideas in writing so others will understand.
Work Activity	Description
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.
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

Related Occupation: Wholesale and Retail Buyers, Except Farm Products

Description

Buy merchandise or commodities, other than farm products, for resale to consumers at the wholesale or retail level, including both durable and nondurable goods. Analyze past buying trends, sales records, price, and quality of merchandise to determine value and yield. Select, order, and authorize payment for merchandise according to contractual agreements. May conduct meetings with sales personnel and introduce new products.

Important Tasks

- Examine, select, order, and purchase at the most favorable price merchandise consistent with quality, quantity, specification requirements and other factors.
- Negotiate prices, discount terms and transportation arrangements for merchandise.
- Analyze and monitor sales records, trends and economic conditions to anticipate consumer buying patterns and determine what the company will sell and how much inventory is needed.
- Interview and work closely with vendors to obtain and develop desired products.
- Authorize payment of invoices or return of merchandise.

2007 Average Wages*

	Hourly	Annual
California	\$25.54	\$53,118
Los Angeles-Long Beach-Glendale	\$25.56	\$53,159
Santa Ana-Anaheim-Irvine	\$25.83	\$53,723
Riverside-San Bernardino-Ontario	\$25.68	\$53,415
San Diego-Carlsbad-San Marcos	\$25.09	\$52,196
Oxnard-Thousand Oaks-Ventura	\$25.55	\$53,149

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

*Wages reported do not represent self-employed earnings.

Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	19,100	21,800	2,700	14.1%	770
Los Angeles-Long Beach-Glendale	5,970	6,460	490	8.2%	205
Santa Ana-Anaheim-Irvine	2,150	2,500	350	16.3%	91
Riverside-San Bernardino-Ontario	980	1,310	330	33.7%	59
San Diego-Carlsbad-San Marcos	1,380	1,580	200	14.5%	56
Oxnard-Thousand Oaks-Ventura	270	290	20	7.4%	9

Source: EDD/LMID Projections of Employment by Occupation

Education and Training Requirements

Typical Education Level: Bachelor's degree. Occupations that require the completion of at least four but not more than five years of full-time academic study beyond high school resulting in a Bachelor's degree.

Certifications: Link to America's Career InfoNet's Certification Finder at www.careerinfonet.org and type in the keyword "buyers" to find certification programs related to this occupation.

Wholesale and Retail Buyers, Except Farm Products, continued

Top Industries that Employ this Occupation

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Management of Companies and Enterprises	530	12.3%
Commercial Goods Merchant Wholesalers	8,007	4.7%
Machinery & Supply Merchant Wholesalers	11,528	4.0%
Grocery Product Merchant Wholesalers	6,951	3.9%
Hardware & Plumbing Merchant Wholesalers	3,226	3.2%

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Sales and Marketing	Knowledge of principles and methods for showing, promoting, and selling products or services. Includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Economics and Accounting	Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Speaking	Talking to others to convey information effectively.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Ability	Description
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Speech Clarity	The ability to speak clearly so others can understand you.
Work Activity	Description
Selling or Influencing Others	Convincing others to buy merchandise/goods or to otherwise change their minds or actions.
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative working relationships with others, and maintaining them over time.
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to your job.

Related Occupation: Claims Examiners, Property and Casualty Insurance

Description

Review settled insurance claims to determine that payments and settlements have been made in accordance with company practices and procedures. Report overpayments, underpayments, and other irregularities. Confer with legal counsel on claims requiring litigation.

Important Tasks

- Investigate, evaluate and settle claims, applying technical knowledge and human relations skills to effect fair and prompt disposal of cases and to contribute to a reduced loss ratio.
- Pay and process claims within designated authority level.
- Adjust reserves or provide reserve recommendations to ensure that reserve activities are consistent with corporate policies.
- Enter claim payments, reserves and new claims on computer system, inputting concise yet sufficient file documentation.
- Resolve complex, severe exposure claims, using high service oriented file handling.

2007 Average Wages*

	Hourly	Annual
California	\$28.00	\$58,241
Los Angeles-Long Beach-Glendale	\$27.56	\$57,329
Santa Ana-Anaheim-Irvine	\$27.18	\$56,520
Riverside-San Bernardino-Ontario	\$27.99	\$58,220
San Diego-Carlsbad-San Marcos	\$27.92	\$58,056
Oxnard-Thousand Oaks-Ventura	\$26.47	\$55,075

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

*Wages reported do not represent self-employed earnings. These wages represent the broad occupational group Claims Adjusters, Examiners, and Investigators that includes Claims Examiners, Property and Casualty Insurance.

Projections of Employment*

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	28,600	33,800	5,200	18.2%	870
Los Angeles-Long Beach-Glendale	6,320	6,730	410	6.5%	119
Santa Ana-Anaheim-Irvine	5,440	6,710	1,270	23.3%	194
Riverside-San Bernardino-Ontario	1,220	1,460	240	19.7%	39
San Diego-Carlsbad-San Marcos	1,720	1,980	260	15.1%	47
Oxnard-Thousand Oaks-Ventura	340	400	60	17.6%	10

Source: EDD/LMID Projections of Employment by Occupation

*These projections represent the broad occupational group Claims Adjusters, Examiners, and Investigators that includes Claims Examiners, Property and Casualty Insurance.

Education and Training Requirements

Typical Education Level: Long-term on-the-job-training. Occupations that require more than 12 months of on-the-job training or combined work experience and formal classroom instruction for workers to develop the skills needed for average job performance.

Certifications: For more information on certification programs related to this occupation, link to America's Career InfoNet's Certification Finder at www.careerinfonet.org.

Claims Examiners, Property and Casualty Insurance, continued

Top Industries that Employ this Occupation

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Insurance Carriers	3,625	48.2%
Insurance Agencies, Brokerages & Support	27,118	25.4%
Public Administration	25,609	6.9%
Management of Companies and Enterprises	530	5.0%
Office Administrative Services	1,578	2.4%

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Law and Government	Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic process.
Skill	Description
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Judgment and Decision Making	Considering the relative costs and benefits of potential actions to choose the most appropriate one.
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Ability	Description
Deductive Reasoning	The ability to apply general rules to specific problems to produce answers that make sense.
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Work Activity	Description
Getting Information	Observing, 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.
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Related Occupation: Cost Estimators

Description

Prepare cost estimates for product manufacturing, construction projects, or services to aid management in bidding on or determining price of product or service. May specialize according to particular service performed or type of product manufactured.

Important Tasks

- Analyze blueprints and other documentation to prepare time, cost, materials, and labor estimates.
- Assess cost effectiveness of products, projects or services, tracking actual costs relative to bids as the project develops.
- Consult with clients, vendors, personnel in other departments or construction foremen to discuss and formulate estimates and resolve issues.
- Confer with engineers, architects, owners, contractors and subcontractors on changes and adjustments to cost estimates.
- Prepare estimates used by management for purposes such as planning, organizing, and scheduling work.

2007 Average Wages*

	Hourly	Annual
California	\$30.68	\$63,814
Los Angeles-Long Beach-Glendale	\$29.93	\$62,277
Santa Ana-Anaheim-Irvine	\$30.56	\$63,558
Riverside-San Bernardino-Ontario	\$27.77	\$57,759
San Diego-Carlsbad-San Marcos	\$29.54	\$61,447
Oxnard-Thousand Oaks-Ventura	\$32.79	\$68,209

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

*Wages reported do not represent self-employed earnings.

Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	22,500	28,500	6,000	26.7%	1,100
Los Angeles-Long Beach-Glendale	4,380	5,020	640	14.6%	162
Santa Ana-Anaheim-Irvine	3,120	4,010	890	28.5%	159
Riverside-San Bernardino-Ontario	2,430	3,300	870	35.8%	142
San Diego-Carlsbad-San Marcos	2,440	2,940	500	20.5%	105
Oxnard-Thousand Oaks-Ventura	380	450	70	18.4%	16

Source: EDD/LMID Projections of Employment by Occupation

Education and Training Requirements

Typical Education Level: Bachelor's degree. Occupations that require the completion of at least four but not more than five years of full-time academic study beyond high school resulting in a Bachelor's degree.

Certifications: Link to America's Career InfoNet's Certification Finder at www.careerinfonet.org and type in the keyword "estimator" to find certification programs related to this occupation.

Cost Estimators, continued

Top Industries that Employ this Occupation

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Building Equipment Contractors	26,628	15.3%
Automotive Repair and Maintenance	38,735	11.7%
Building Finishing Contractors	21,812	10.0%
Building Foundation/Exterior Contractors	11,329	7.7%
Residential Building Construction	14,741	6.2%

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Administration and Management	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
Mathematics	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Mathematics	Using mathematics to solve problems.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Information Ordering	The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
Work Activity	Description
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, by telephone or e-mail.
Scheduling Work and Activities	Scheduling events, programs, and activities, as well as the work of others.
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

Related Occupation: Customer Service Representatives

Description

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Important Tasks

- Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.

2007 Average Wages*

	Hourly	Annual
California	\$16.82	\$34,980
Los Angeles-Long Beach-Glendale	\$16.40	\$34,109
Santa Ana-Anaheim-Irvine	\$16.84	\$35,021
Riverside-San Bernardino-Ontario	\$15.63	\$32,509
San Diego-Carlsbad-San Marcos	\$15.83	\$32,929
Oxnard-Thousand Oaks-Ventura	\$16.22	\$33,739

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

*Wages reported do not represent self-employed earnings.

Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	199,300	252,000	52,700	26.4%	8,230
Los Angeles-Long Beach-Glendale	58,750	69,130	10,380	17.7%	1,912
Santa Ana-Anaheim-Irvine	26,320	33,440	7,120	27.1%	1,103
Riverside-San Bernardino-Ontario	13,940	19,300	5,360	38.5%	743
San Diego-Carlsbad-San Marcos	20,500	25,590	5,090	24.8%	814
Oxnard-Thousand Oaks-Ventura	4,670	5,730	1,060	22.7%	175

Source: EDD/LMID Projections of Employment by Occupation

Education and Training Requirements

Typical Education Level: Moderate-term on-the-job-training. Occupations in which workers can develop average job performance after 1 to 12 months of combined on-the-job experience and informal training.

Certifications: Link to America's Career InfoNet's Certification Finder at www.careerinfonet.org. and type in the keyword "customer" to find certification programs related to this occupation.

Customer Service Representatives, continued

Top Industries that Employ this Occupation

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Insurance Carriers	3,625	6.5%
Employment Services	7,273	4.2%
Management of Companies and Enterprises	530	4.1%
Insurance Agencies, Brokerages & Support	27,118	4.0%
Nondepository Credit Intermediation	23,048	2.9%

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
Skill	Description
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Monitoring	Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
Ability	Description
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Deductive Reasoning	The ability to apply general rules to specific problems to produce answers that make sense.
Work Activity	Description
Interacting With Computers	Using computers and computer systems (incl. 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.
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.

Related Occupation: Insurance Appraisers, Auto Damage

Description

Appraise automobile or other vehicle damage to determine cost of repair for insurance claim settlement and seek agreement with automotive repair shop on cost of repair. Prepare insurance forms to indicate repair cost or cost estimates and recommendations.

Important Tasks

- Estimate parts and labor to repair damage, using standard automotive labor and parts-cost manuals and knowledge of automotive repair.
- Review repair-cost estimates with automobile-repair shop to secure agreement on cost of repairs.
- Examine damaged vehicle to determine extent of structural, body, mechanical, electrical, or interior damage.
- Evaluate practicality of repair as opposed to payment of market value of vehicle before accident.
- Determine salvage value on total-loss vehicle.

2007 Average Wages*

	Hourly	Annual
California	\$25.96	\$53,999
Los Angeles-Long Beach-Glendale	\$25.96	\$53,989
Santa Ana-Anaheim-Irvine	\$24.54	\$51,039
Riverside-San Bernardino-Ontario	N/A	N/A
San Diego-Carlsbad-San Marcos	\$20.74	\$43,130
Oxnard-Thousand Oaks-Ventura	N/A	N/A

Source: EDD/LMID Occupational Employment Statistics Wage Survey, 2007

*Wages reported do not represent self-employed earnings.

Projections of Employment

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	1,400	1,700	300	21.4%	50
Los Angeles-Long Beach-Glendale	420	450	30	7.1%	8
Santa Ana-Anaheim-Irvine	340	420	80	23.5%	12
Riverside-San Bernardino-Ontario	N/A	N/A	N/A	N/A	N/A
San Diego-Carlsbad-San Marcos	N/A	N/A	N/A	N/A	N/A
Oxnard-Thousand Oaks-Ventura	N/A	N/A	N/A	N/A	N/A

Source: EDD/LMID Projections of Employment by Occupation

Education and Training Requirements

Typical Education Level: Long-term on-the-job-training. Occupations that require more than 12 months of on-the-job training or combined work experience and formal classroom instruction for workers to develop the skills needed for average job performance.

Certifications: Link to America's Career InfoNet's Certification Finder at www.careerinfonet.org and type in the keyword "appraisers" to find certification programs related to this occupation.

Insurance Appraisers, Auto Damage, continued

Top Industries that Employ this Occupation

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Insurance Carriers	3,625	55.6%
Insurance Agencies, Brokerages & Support	27,118	35.7%

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
Computers and Electronics	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, incl. applications and programming.
Skill	Description
Time Management	Managing one's own time and the time of others.
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Ability	Description
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Written Comprehension	The ability to read and understand information and ideas presented in writing.
Work Activity	Description
Identifying Objects, Actions, and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
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.

Related Occupation: Licensing Examiners and Inspectors

Description

Examine, evaluate, and investigate eligibility for, conformity with, or liability under licenses or permits.

Important Tasks

- Issue licenses to individuals meeting standards.
- Evaluate applications, records, and documents in order to gather information about eligibility or liability issues.
- Administer oral, written, road, or flight tests to license applicants.
- Score tests and observe equipment operation and control in order to rate ability of applicants.
- Advise licensees and other individuals or groups concerning licensing, permit, or passport regulations.

2007 Average Wages*

	Hourly	Annual
California	\$28.12	\$58,487
Los Angeles-Long Beach-Glendale	\$26.88	\$55,925
Santa Ana-Anaheim-Irvine	\$28.83	\$59,952
Riverside-San Bernardino-Ontario	\$25.54	\$53,118
San Diego-Carlsbad-San Marcos	\$26.39	\$54,891
Oxnard-Thousand Oaks-Ventura	\$34.07	\$70,883

Source: EDD/LMID Occupational Employment Statistics Survey, 2007

* Wages reported do not represent self-employed earnings. These wages represent a broad occupational group Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation that includes Licensing Examiners and Inspectors.

Projections of Employment*

	Est. # of Workers (2004 – 2014)		Numeric Change	Percent Change	Average Annual Openings
California	21,100	24,400	3,300	15.6%	830
Los Angeles-Long Beach-Glendale	4,490	4,970	480	10.7%	154
Santa Ana-Anaheim-Irvine	2,150	2,500	350	16.3%	85
Riverside-San Bernardino-Ontario	930	1,110	180	19.4%	40
San Diego-Carlsbad-San Marcos	1,870	2,150	280	15.0%	72
Oxnard-Thousand Oaks-Ventura	450	500	50	11.1%	16

Source: EDD/LMID Projections of Employment by Occupation

* Projections represent a broad occupational group Compliance Officers, Except Agriculture, Construction, Health and Safety, and Transportation that includes Licensing Examiners and Inspectors.

Education and Training Requirements

Typical Education Level: Long-term on-the-job-training. Occupations that require more than 12 months of on-the-job training or combined work experience and formal classroom instruction for workers to develop the skills needed for average job performance.

Certifications: Link to America's Career InfoNet's Certification Finder at www.careerinfonet.org. and type in the keyword "examiners" or "inspectors" to find certification programs related to this occupation.

Licensing Examiners and Inspectors, continued

Top Industries that Employ this Occupation

Industry Title	Number of Employers in California	Percent of Total Employment for Occupation in California
Public Administration	25,609	18.9%
Insurance Carriers	3,625	3.4%
Nondepository Credit Intermediation	23,048	2.7%
Management & Technical Consulting Svcs.	21,586	2.6%
Management of Companies and Enterprises	530	2.4%
Scientific Research and Development Svcs.	5,394	2.0%
Insurance Agencies, Brokerages & Support	27,118	1.6%

Important Knowledge, Skills, Abilities, and Work Activities

Knowledge	Description
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
Law and Government	Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic process.
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
Skill	Description
Speaking	Talking to others to convey information effectively.
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.
Ability	Description
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.
Speech Clarity	The ability to speak clearly so others can understand you.
Work Activity	Description
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.
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.
Interacting With Computers	Using computers and computer systems (incl. hardware and software) to program, write software, set up functions, enter data, or process information.