

Top Job Skills by Projected Employment and Demand Bucks Workforce Development Area, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Sell products or services.	35,150	13.9%	4,931
Order materials, supplies, or equipment.	38,810	13.4%	4,754
Clean work areas.	32,540	12.7%	4,505
Calculate costs of goods or services.	31,680	12.7%	4,503
Greet customers, patrons, or visitors.	29,200	11.7%	4,162
Answer telephones to direct calls or provide information.	30,410	11.4%	4,028
Maintain records of sales or other business transactions.	26,880	10.6%	3,738
Answer customer questions about goods or services.	25,980	10.4%	3,677
Monitor inventories of products or materials.	29,820	10.3%	3,640
Explain technical product or service information to customers.	23,880	9.7%	3,424
Record operational or production data.	24,940	9.5%	3,382
Collect deposits, payments or fees.	28,150	9.4%	3,342
Reconcile records of sales or other financial transactions.	20,360	8.7%	3,074
Prepare documentation for contracts, transactions, or regulatory compliance.	26,490	8.6%	3,036
Process sales or other transactions.	18,930	8.2%	2,898
Set up merchandise displays.	22,080	8.0%	2,847
Schedule appointments.	23,570	8.0%	2,827
Respond to customer problems or complaints.	22,830	7.6%	2,709
Execute sales or other financial transactions.	22,690	7.5%	2,662
Send information, materials or documentation.	22,390	7.3%	2,593
Provide customers with general information or assistance.	13,310	7.2%	2,558
Prepare sales or other contracts.	18,700	6.7%	2,364
Prepare foods for cooking or serving.	13,550	6.5%	2,307
Purchase stocks of merchandise or supplies.	18,010	6.5%	2,306
Clean food preparation areas, facilities, or equipment.	13,400	6.4%	2,275
Recommend products or services to customers.	16,890	6.2%	2,192
Advise customers on the use of products or services.	16,880	6.1%	2,147
Operate office equipment.	18,810	6.0%	2,135
Compile data or documentation.	17,910	5.7%	2,033
Serve food or beverages.	11,650	5.7%	2,025
Arrange delivery of goods or services.	15,420	5.7%	2,024
Estimate costs or terms of sales.	15,010	5.6%	1,983
Gather customer or product information to determine customer needs.	14,900	5.5%	1,962
Process customer bills or payments.	10,530	5.5%	1,957
Prepare employee work schedules.	16,960	5.5%	1,942
Demonstrate products to consumers.	14,480	5.5%	1,933
Administer basic health care or medical treatments.	18,510	5.4%	1,905
File documents or records.	15,870	5.4%	1,898
Search files, databases or reference materials to obtain needed information.	16,560	5.3%	1,882
Cook foods.	10,810	5.3%	1,877
Clean facilities or work areas.	13,090	5.2%	1,858
Monitor work areas to provide security.	13,420	5.2%	1,830
Supervise clerical or administrative personnel.	16,010	5.1%	1,824
Disassemble equipment for maintenance or repair.	15,810	5.1%	1,808
Distribute incoming mail.	15,330	5.1%	1,802
Proofread documents, records, or other files to ensure accuracy.	15,110	5.0%	1,779
Communicate with customers to resolve complaints or ensure satisfaction.	9,490	5.0%	1,773
Promote products, services, or programs.	13,850	5.0%	1,767
Present food or beverage information or menus to customers.	9,410	5.0%	1,759
Confer with coworkers to coordinate work activities.	15,980	5.0%	1,754

Detailed Work Activity - types of specific job behaviors or duties particular to an occupation.

Data are ranked by percent of annual demand where employment change was positive between 2018 and 2028.

For the entire list of job skills and further job skills information go to the following link:

www.workstats.dli.pa.gov/Products/ProjectedJobSkills/

Data Sources: CWIA Occupational Employment Projections, 2018-2028

U.S. Department of Labor's Occupational Information Network (O*NET) Database



Top Job Skills by Projected Employment and Demand Bucks Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	199,580	64.1%	22,715
Office suite software	194,530	62.2%	22,032
Data base user interface and query software	180,740	58.4%	20,683
Word processing software	186,110	58.1%	20,585
Personal computers	171,120	54.2%	19,192
Electronic mail software	165,800	51.0%	18,065
Desktop computers	157,320	49.8%	17,650
Operating system software	131,390	43.0%	15,251
Internet browser software	130,800	39.4%	13,968
Presentation software	123,410	37.3%	13,223
Enterprise resource planning ERP software	120,300	36.9%	13,060
Project management software	119,740	36.1%	12,806
Notebook computers	124,410	36.0%	12,751
Accounting software	103,520	33.8%	11,978
Web page creation and editing software	89,620	30.1%	10,650
Desktop publishing software	82,870	27.7%	9,809
Document management software	86,810	27.1%	9,598
Calendar and scheduling software	85,830	26.1%	9,264
Video creation and editing software	82,700	24.8%	8,803
Graphics or photo imaging software	81,460	24.8%	8,783
Medical software	77,970	23.8%	8,448
Customer relationship management CRM software	75,040	23.7%	8,401
Scanners	74,980	22.5%	7,963
Point of sale POS software	54,860	22.0%	7,801
Video conferencing software	72,270	21.9%	7,769
Laser printers	69,740	21.0%	7,427
Instant messaging software	58,420	20.8%	7,358
Analytical or scientific software	75,150	20.2%	7,154
Human resources software	65,290	20.0%	7,087
Computer aided design CAD software	63,300	20.0%	7,070
Cash registers	45,670	19.7%	6,985
Screwdrivers	58,200	19.7%	6,982
Photocopiers	62,110	18.2%	6,441
Desktop communications software	53,870	16.7%	5,924
Bar code reader equipment	41,600	16.5%	5,862
Magnetic stripe readers and encoders	40,460	16.5%	5,841
Inventory management software	52,700	16.5%	5,834
Laser fax machine	54,250	16.4%	5,804
Personal digital assistant PDAs or organizers	53,500	16.4%	5,801
Information retrieval or search software	57,060	16.1%	5,708
Adjustable wrenches	47,670	16.0%	5,663
Ladders	44,390	15.4%	5,451
Forklifts	46,030	15.3%	5,416
Financial analysis software	50,090	14.9%	5,264
Special purpose telephones	44,450	14.7%	5,212
Hammers	41,710	14.4%	5,084
Point of sale POS terminal	34,430	14.0%	4,977
Time accounting software	49,450	14.0%	4,977
Adjustable widemouth pliers	40,230	13.6%	4,812
Tape measures	40,610	13.5%	4,766

Tools & Technologies - Machines, equipment, tools, and information technologies that one could be expected to use in a particular occupation.

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