

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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	32,480	13.3%	4,518
Order materials, supplies, or equipment.	35,540	12.6%	4,275
Answer telephones to direct calls or provide information.	31,410	12.3%	4,157
Calculate costs of goods or services.	27,540	11.8%	4,008
Greet customers, patrons, or visitors.	27,390	11.6%	3,922
Record operational or production data.	29,210	11.4%	3,852
Sell products or services.	26,040	11.2%	3,780
Collect deposits, payments or fees.	26,940	9.4%	3,201
Answer customer questions about goods or services.	21,480	9.3%	3,151
Maintain records of sales or other business transactions.	21,320	9.2%	3,109
Prepare documentation for contracts, transactions, or regulatory compliance.	26,530	9.0%	3,044
Monitor inventories of products or materials.	24,980	9.0%	3,039
Explain technical product or service information to customers.	19,220	8.6%	2,902
Execute sales or other financial transactions.	24,620	8.5%	2,894
Reconcile records of sales or other financial transactions.	17,390	8.0%	2,706
Process sales or other transactions.	16,540	7.7%	2,614
Respond to customer problems or complaints.	20,560	7.2%	2,446
Provide customers with general information or assistance.	12,360	6.9%	2,353
Prepare foods for cooking or serving.	13,950	6.9%	2,337
Send information, materials or documentation.	19,870	6.8%	2,289
Clean food preparation areas, facilities, or equipment.	13,140	6.5%	2,192
Schedule appointments.	18,780	6.4%	2,181
Operate office equipment.	18,190	6.1%	2,067
Serve food or beverages.	12,020	6.0%	2,048
Prepare employee work schedules.	17,610	6.0%	2,025
Supervise clerical or administrative personnel.	17,620	6.0%	2,021
Clean production equipment.	15,760	5.9%	1,989
Compile data or documentation.	17,440	5.8%	1,976
Cook foods.	11,610	5.8%	1,969
Set up merchandise displays.	14,950	5.7%	1,942
Search files, databases or reference materials to obtain needed information.	17,030	5.7%	1,936
Maintain inventories of materials, equipment, or products.	18,420	5.7%	1,935
Train personnel.	16,850	5.5%	1,875
Disassemble equipment for maintenance or repair.	15,960	5.4%	1,817
Distribute incoming mail.	15,740	5.4%	1,814
Proofread documents, records, or other files to ensure accuracy.	15,140	5.2%	1,755
Load shipments, belongings, or materials.	14,080	5.2%	1,752
Process customer bills or payments.	9,590	5.1%	1,741
Confer with coworkers to coordinate work activities.	15,670	5.1%	1,728
Prepare sales or other contracts.	13,130	5.0%	1,706
File documents or records.	14,360	5.0%	1,695
Purchase stocks of merchandise or supplies.	13,050	5.0%	1,684
Provide information to coworkers.	14,670	4.9%	1,677
Make travel, accommodations, or entertainment arrangements for others.	14,490	4.9%	1,671
Coordinate operational activities.	14,720	4.9%	1,670
Operate cranes, hoists, or other moving or lifting equipment.	14,110	4.9%	1,654
Monitor sales activities.	10,460	4.9%	1,648
Stock serving stations or dining areas with food or supplies.	9,120	4.9%	1,645
Train sales personnel.	10,420	4.9%	1,644
Supervise sales or support personnel.	10,320	4.8%	1,633

**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/](http://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 Central Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	199,020	66.8%	22,640
Office suite software	191,620	63.8%	21,633
Data base user interface and query software	179,960	60.7%	20,586
Word processing software	182,750	59.4%	20,144
Personal computers	168,210	55.2%	18,706
Electronic mail software	163,150	52.5%	17,806
Desktop computers	155,460	51.5%	17,450
Operating system software	125,550	42.7%	14,461
Internet browser software	129,870	40.7%	13,801
Presentation software	123,800	38.9%	13,169
Enterprise resource planning ERP software	118,170	37.8%	12,817
Notebook computers	124,240	37.5%	12,714
Project management software	110,310	34.2%	11,601
Accounting software	87,650	30.0%	10,180
Web page creation and editing software	84,450	29.0%	9,845
Desktop publishing software	77,020	27.1%	9,172
Document management software	80,390	26.3%	8,916
Graphics or photo imaging software	78,000	25.0%	8,475
Medical software	75,460	23.8%	8,060
Calendar and scheduling software	76,740	23.4%	7,925
Video creation and editing software	74,310	22.9%	7,749
Scanners	71,910	22.8%	7,719
Laser printers	69,680	22.0%	7,448
Screwdrivers	60,300	21.4%	7,260
Customer relationship management CRM software	64,020	21.3%	7,208
Video conferencing software	68,270	21.1%	7,162
Analytical or scientific software	72,210	20.4%	6,910
Point of sale POS software	47,320	20.2%	6,859
Instant messaging software	54,340	20.1%	6,828
Human resources software	62,440	19.7%	6,663
Computer aided design CAD software	58,270	19.3%	6,542
Photocopiers	60,990	18.2%	6,152
Inventory management software	54,570	18.1%	6,141
Forklifts	50,900	18.0%	6,101
Cash registers	39,160	17.9%	6,067
Laser fax machine	57,440	17.7%	5,988
Adjustable wrenches	49,160	17.5%	5,932
Desktop communications software	52,660	17.2%	5,834
Bar code reader equipment	39,740	16.6%	5,633
Personal digital assistant PDAs or organizers	52,770	16.4%	5,557
Information retrieval or search software	55,400	16.2%	5,494
Ladders	44,110	16.0%	5,439
Special purpose telephones	47,210	15.9%	5,391
Power saws	44,100	15.6%	5,277
Tape measures	44,480	15.5%	5,261
Time accounting software	51,670	15.5%	5,243
Magnetic stripe readers and encoders	33,850	14.9%	5,034
Hammers	39,620	14.3%	4,848
Adjustable widemouth pliers	40,000	14.2%	4,825
Power drills	41,320	14.1%	4,778

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

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