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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Calculate costs of goods or services.	28,790	12.1%	4,023
Order materials, supplies, or equipment.	32,130	11.5%	3,846
Sell products or services.	26,780	11.2%	3,731
Clean work areas.	24,860	10.5%	3,487
Greet customers, patrons, or visitors.	23,110	9.8%	3,277
Answer telephones to direct calls or provide information.	24,900	9.8%	3,275
Collect deposits, payments or fees.	26,860	9.8%	3,260
Prepare documentation for contracts, transactions, or regulatory compliance.	27,650	9.8%	3,256
Execute sales or other financial transactions.	26,090	9.3%	3,100
Maintain records of sales or other business transactions.	22,750	9.2%	3,076
Monitor inventories of products or materials.	24,910	8.9%	2,954
Answer customer questions about goods or services.	20,500	8.6%	2,866
Explain technical product or service information to customers.	20,470	8.5%	2,840
Respond to customer problems or complaints.	23,170	8.4%	2,811
Record operational or production data.	19,820	7.9%	2,639
Process sales or other transactions.	15,790	7.0%	2,341
Supervise employees.	24,250	6.9%	2,297
Reconcile records of sales or other financial transactions.	14,740	6.8%	2,258
Schedule appointments.	18,090	6.6%	2,183
Prepare financial documents, reports, or budgets.	21,910	6.4%	2,147
Send information, materials or documentation.	18,350	6.4%	2,130
Develop organizational policies or programs.	21,870	6.3%	2,085
Coordinate operational activities.	17,560	6.2%	2,078
Compile data or documentation.	17,460	5.9%	1,979
Prepare sales or other contracts.	15,930	5.8%	1,917
Maintain financial or account records.	15,190	5.7%	1,915
Set up merchandise displays.	14,970	5.7%	1,908
Prepare foods for cooking or serving.	11,140	5.7%	1,891
Provide customers with general information or assistance.	9,740	5.5%	1,843
Promote products, services, or programs.	14,020	5.5%	1,837
Operate office equipment.	15,980	5.5%	1,833
Supervise clerical or administrative personnel.	16,110	5.5%	1,828
Clean food preparation areas, facilities, or equipment.	10,590	5.4%	1,790
Train personnel.	15,350	5.2%	1,717
Refer customers to appropriate personnel.	13,790	5.2%	1,716
Prepare employee work schedules.	14,960	5.1%	1,713
Explain regulations, policies, or procedures.	14,380	5.1%	1,699
Search files, databases or reference materials to obtain needed information.	14,600	5.0%	1,679
Monitor sales activities.	11,910	5.0%	1,674
Confer with coworkers to coordinate work activities.	15,080	5.0%	1,668
Cook foods.	9,590	4.9%	1,642
Distribute incoming mail.	13,950	4.9%	1,627
Purchase stocks of merchandise or supplies.	13,060	4.9%	1,625
Serve food or beverages.	9,300	4.8%	1,610
Advise customers on the use of products or services.	12,980	4.8%	1,604
File documents or records.	13,350	4.8%	1,586
Gather customer or product information to determine customer needs.	12,720	4.7%	1,573
Advise others on business or operational matters.	16,590	4.7%	1,563
Provide information to coworkers.	13,610	4.6%	1,549
Recommend products or services to customers.	12,230	4.6%	1,543

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/

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

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	189,690	63.9%	21,278
Office suite software	188,190	63.2%	21,067
Word processing software	181,800	60.1%	20,023
Data base user interface and query software	176,730	59.3%	19,755
Electronic mail software	161,600	52.6%	17,533
Personal computers	159,640	52.4%	17,450
Desktop computers	155,980	51.8%	17,245
Internet browser software	136,460	43.7%	14,558
Presentation software	136,810	43.4%	14,449
Operating system software	124,240	42.2%	14,070
Enterprise resource planning ERP software	129,130	41.4%	13,787
Project management software	125,660	39.5%	13,159
Notebook computers	128,130	39.4%	13,140
Accounting software	103,690	34.8%	11,605
Web page creation and editing software	90,580	31.1%	10,348
Document management software	95,800	31.0%	10,342
Desktop publishing software	88,930	30.7%	10,238
Graphics or photo imaging software	96,360	30.7%	10,225
Scanners	85,800	27.3%	9,096
Customer relationship management CRM software	82,520	27.1%	9,037
Video creation and editing software	84,500	26.9%	8,973
Medical software	79,570	26.2%	8,734
Calendar and scheduling software	79,770	24.9%	8,303
Analytical or scientific software	86,270	24.7%	8,246
Video conferencing software	73,370	23.5%	7,834
Human resources software	69,970	22.4%	7,454
Information retrieval or search software	72,540	22.0%	7,346
Instant messaging software	55,080	20.5%	6,841
Laser printers	64,490	20.5%	6,814
Point of sale POS software	48,650	20.1%	6,681
Financial analysis software	63,400	20.0%	6,657
Photocopiers	65,910	19.9%	6,639
Desktop communications software	57,000	18.9%	6,310
Business intelligence and data analysis software	58,860	18.4%	6,115
Laser fax machine	58,020	18.2%	6,055
Computer aided design CAD software	55,330	18.1%	6,037
Personal digital assistant PDAs or organizers	55,170	17.9%	5,949
Screwdrivers	48,950	17.7%	5,909
Data base reporting software	55,510	17.3%	5,772
Time accounting software	55,800	17.2%	5,734
Development environment software	55,920	16.7%	5,576
Cash registers	36,870	16.7%	5,562
Special purpose telephones	48,050	16.0%	5,344
Inventory management software	47,850	15.6%	5,196
Forklifts	42,930	15.5%	5,170
Bar code reader equipment	35,340	14.6%	4,868
Desktop calculator	42,240	14.6%	4,858
Enterprise application integration software	46,860	14.3%	4,753
Adjustable wrenches	38,500	13.8%	4,610
Magnetic stripe readers and encoders	31,890	13.7%	4,554

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

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