Top Job Skills by Projected Employment and Demand
Delaware 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.	26,370	12.8%	3,820
Clean work areas.	26,470	12.8%	3,802
Answer telephones to direct calls or provide information.	27,200	12.5%	3,713
Sell products or services.	24,940	12.2%	3,637
Greet customers, patrons, or visitors.	22,480	11.2%	3,326
Order materials, supplies, or equipment.	26,870	11.0%	3,284
Maintain records of sales or other business transactions.	19,980	9.7%	2,890
Collect deposits, payments or fees.	23,940	9.7%	2,875
Answer customer questions about goods or services.	18,920	9.4%	2,795
Monitor inventories of products or materials.	22,490	9.0%	2,673
Prepare documentation for contracts, transactions, or regulatory compliance.	22,450	8.8%	2,612
Explain technical product or service information to customers.	16,970	8.7%	2,584
Reconcile records of sales or other financial transactions.	15,990	8.4%	2,506
Execute sales or other financial transactions.	21,170	8.4%	2,503
Record operational or production data.	18,030	8.2%	2,428
Process sales or other transactions.	15,280	8.1%	2,407
Respond to customer problems or complaints.	19,800	8.0%	2,373
Schedule appointments.	17,500	7.0%	2,086
Provide customers with general information or assistance.	10,650	6.7%	2,005
Send information, materials or documentation.	16,870	6.6%	1,969
Prepare employee work schedules.	15,280	5.9%	1,752
Prepare foods for cooking or serving.	10,240	5.8%	1,723
Compile data or documentation.	15,080	5.8%	1,714
Explain regulations, policies, or procedures.	14,190	5.7%	1,703
Operate office equipment.	14,780	5.7%	1,690
Monitor sales activities.	10,590	5.6%	1,679
Supervise clerical or administrative personnel.	14,610	5.6%	1,668
Supervise sales or support personnel.	10,400	5.6%	1,659
Set up merchandise displays.	12,930	5.5%	1,652
Train sales personnel.	10,040	5.5%	1,625
Stock products or parts.	9,720	5.4%	1,597
Administer basic health care or medical treatments.	15,860	5.3%	1,587
Maintain financial or account records.	12,570	5.3%	1,580
Clean food preparation areas, facilities, or equipment.	9,440	5.3%	1,577
Search files, databases or reference materials to obtain needed information.	13,840	5.3%	1,574
Supervise employees.	16,580	5.2%	1,555
Prepare financial documents, reports, or budgets.	15,750	5.1%	1,528
Cook foods.	8,920	5.1%	1,511
Serve food or beverages.	8,810	5.1%	1,507
Train personnel.	13,430	5.0%	1,499
Clean facilities or work areas.	10,380	5.0%	1,492
Disassemble equipment for maintenance or repair.	12,250	5.0%	1,488
Develop organizational policies or programs.	15,520	5.0%	1,475
Coordinate operational activities.	12,730	4.9%	1,472
File documents or records.	12,260	4.9%	1,472
Proofread documents, records, or other files to ensure accuracy.	12,500	4.9%	1,464
Provide information to coworkers.	12,760	4.9%	1,448
Load shipments, belongings, or materials.	11,030	4.8%	1,443
Prepare sales or other contracts.	11,540	4.8%	1,441
Distribute incoming mail.	12,150	4.8%	1,430

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
Delaware Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	170,820	64.4%	19,179
Office suite software	166,770	62.7%	18,653
Word processing software	161,500	59.3%	17,644
Data base user interface and query software	155,830	58.9%	17,532
Personal computers	149,990	55.9%	16,651
Desktop computers	139,480	52.1%	15,520
Electronic mail software	142,920	51.5%	15,345
Operating system software	109,590	42.6%	12,675
Internet browser software	118,140	41.7%	12,425
Presentation software	112,300	39.2%	11,665
Notebook computers	113,310	38.4%	11,436
Project management software	104,130	36.6%	10,885
Enterprise resource planning ERP software	101,600	36.5%	10,862
Accounting software	86,340	33.6%	10,006
Desktop publishing software	72,330	28.4%	8,462
Web page creation and editing software	72,410	27.9%	8,305
Medical software	73,350	27.1%	8,069
Document management software	73,920	27.0%	8,032
Graphics or photo imaging software	70,990	25.1%	7,473
Calendar and scheduling software	71,230	25.0%	7,442
Video creation and editing software	69,660	24.0%	7,155
Laser printers	66,720	23.9%	7,115
Scanners	67,000	23.7%	7,041
Customer relationship management CRM software	62,850	23.3%	6,947
Video conferencing software	64,950	22.9%	6,831
Photocopiers	63,000	21.6%	6,423
Analytical or scientific software	66,690	21.0%	6,263
Human resources software	57,210	20.3%	6,052
Point of sale POS software	42,020	20.1%	5,988
Instant messaging software	46,160	19.2%	5,726
Laser fax machine	53,100	18.7%	5,571
Information retrieval or search software	55,000	18.3%	5,457
Desktop communications software	48,750	18.2%	5,416
Cash registers	34,570	17.9%	5,321
Computer aided design CAD software	47,550	17.7%	5,258
Screwdrivers	42,920	17.5%	5,218
Special purpose telephones	45,390	17.0%	5,061
Financial analysis software	45,550	16.1%	4,782
Personal digital assistant PDAs or organizers	44,050	15.6%	4,644
Inventory management software	41,840	15.5%	4,620
Desktop calculator	37,360	15.3%	4,567
Magnetic stripe readers and encoders	30,320	15.0%	4,462
Time accounting software	42,870	14.5%	4,318
Bar code reader equipment	29,470	14.4%	4,299
Ladders	34,570	14.3%	4,257
Business intelligence and data analysis software	40,770	14.2%	4,222
Forklifts	35,060	14.2%	4,222
Data base reporting software	39,490	13.7%	4,070
Adjustable wrenches	33,370	13.4%	4,000
Development environment software	39,810	13.4%	3,980

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

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Data Sources: CWIA Occupational Employment Projections, 2018-2028
U.S. Department of Labor's Occupational Information Network (O*NET) Database

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