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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	13,900	15.1%	1,930
Calculate costs of goods or services.	13,350	14.6%	1,863
Sell products or services.	11,430	12.5%	1,600
Greet customers, patrons, or visitors.	11,030	12.2%	1,560
Answer telephones to direct calls or provide information.	10,920	11.2%	1,430
Maintain records of sales or other business transactions.	9,780	10.8%	1,375
Monitor inventories of products or materials.	11,110	10.7%	1,368
Record operational or production data.	10,520	10.7%	1,365
Order materials, supplies, or equipment.	11,810	10.7%	1,363
Collect deposits, payments or fees.	11,320	10.6%	1,349
Answer customer questions about goods or services.	9,440	10.5%	1,346
Prepare documentation for contracts, transactions, or regulatory compliance.	11,160	10.2%	1,298
Explain technical product or service information to customers.	8,570	9.8%	1,250
Reconcile records of sales or other financial transactions.	8,060	9.4%	1,205
Respond to customer problems or complaints.	9,590	9.0%	1,149
Process sales or other transactions.	7,560	8.9%	1,143
Execute sales or other financial transactions.	9,520	8.8%	1,128
Set up merchandise displays.	7,820	8.0%	1,025
Prepare sales or other contracts.	6,730	6.9%	884
Purchase stocks of merchandise or supplies.	6,750	6.9%	883
Schedule appointments.	7,290	6.6%	849
Send information, materials or documentation.	7,350	6.6%	844
Maintain financial or account records.	6,860	6.6%	840
Load shipments, belongings, or materials.	6,490	6.4%	823
Advise customers on the use of products or services.	6,110	6.4%	816
Provide customers with general information or assistance.	4,230	6.3%	799
Recommend products or services to customers.	5,870	6.2%	796
Estimate costs or terms of sales.	5,890	6.2%	790
Gather customer or product information to determine customer needs.	5,760	6.1%	785
Disassemble equipment for maintenance or repair.	6,480	6.0%	773
Operate office equipment.	6,750	6.0%	771
Demonstrate products to consumers.	5,580	6.0%	763
Compile data or documentation.	6,740	5.9%	760
Monitor work areas to provide security.	5,540	5.9%	758
Arrange delivery of goods or services.	5,540	5.9%	756
Clean production equipment.	5,830	5.9%	749
Serve food or beverages.	4,370	5.9%	748
Move materials, equipment, or supplies.	5,250	5.6%	720
Coordinate operational activities.	6,100	5.6%	716
Clean food preparation areas, facilities, or equipment.	4,170	5.6%	714
Load materials into production equipment.	5,350	5.5%	708
Cook foods.	4,110	5.5%	703
Prepare foods for cooking or serving.	4,110	5.5%	703
Secure cargo.	5,430	5.5%	700
Refer customers to appropriate personnel.	5,780	5.4%	695
Search files, databases or reference materials to obtain needed information.	5,870	5.2%	667
Clean facilities or work areas.	4,720	5.2%	665
Operate cranes, hoists, or other moving or lifting equipment.	5,320	5.2%	661
Promote products, services, or programs.	5,180	5.1%	654
Provide information to coworkers.	5,870	5.1%	653

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
Lackawanna Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	73,480	64.7%	8,263
Office suite software	71,690	62.7%	8,017
Word processing software	68,700	59.1%	7,555
Data base user interface and query software	65,860	58.1%	7,421
Personal computers	61,350	53.4%	6,821
Electronic mail software	61,470	52.0%	6,640
Desktop computers	56,550	48.8%	6,235
Operating system software	48,230	43.4%	5,550
Enterprise resource planning ERP software	46,820	40.2%	5,133
Internet browser software	47,910	39.6%	5,060
Presentation software	45,820	38.0%	4,850
Project management software	42,000	34.8%	4,446
Notebook computers	42,940	33.2%	4,243
Accounting software	36,260	32.8%	4,185
Web page creation and editing software	31,530	29.0%	3,707
Desktop publishing software	31,150	28.9%	3,692
Document management software	31,830	27.9%	3,560
Graphics or photo imaging software	29,960	25.7%	3,281
Video creation and editing software	30,470	25.5%	3,259
Medical software	29,800	25.1%	3,204
Video conferencing software	28,390	24.3%	3,103
Scanners	28,490	23.9%	3,049
Customer relationship management CRM software	26,440	23.7%	3,023
Calendar and scheduling software	28,490	22.4%	2,856
Instant messaging software	21,850	21.8%	2,784
Point of sale POS software	19,760	21.6%	2,760
Human resources software	24,670	21.0%	2,680
Computer aided design CAD software	23,140	20.9%	2,671
Screwdrivers	21,600	20.9%	2,667
Laser printers	24,960	20.5%	2,615
Analytical or scientific software	26,060	19.2%	2,450
Cash registers	16,210	18.8%	2,407
Inventory management software	21,250	18.6%	2,374
Photocopiers	23,630	18.4%	2,348
Desktop communications software	20,610	18.1%	2,309
Laser fax machine	21,930	17.8%	2,269
Information retrieval or search software	22,190	17.4%	2,218
Bar code reader equipment	15,670	17.0%	2,170
Forklifts	18,040	16.9%	2,162
Special purpose telephones	19,240	16.9%	2,158
Personal digital assistant PDAs or organizers	19,560	16.7%	2,130
Time accounting software	20,260	16.3%	2,080
Adjustable wrenches	16,930	16.1%	2,060
Magnetic stripe readers and encoders	14,070	15.8%	2,020
Ladders	16,050	15.6%	1,994
Hammers	15,130	14.8%	1,891
Tape measures	15,350	14.3%	1,827
Adjustable widemouth pliers	14,630	14.0%	1,791
Financial analysis software	16,910	13.9%	1,779
Power saws	14,760	13.8%	1,763

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

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