

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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	33,430	13.8%	4,703
Record operational or production data.	32,930	12.8%	4,373
Order materials, supplies, or equipment.	36,410	12.7%	4,325
Calculate costs of goods or services.	27,510	11.6%	3,952
Sell products or services.	26,750	11.4%	3,871
Greet customers, patrons, or visitors.	24,450	10.5%	3,594
Answer telephones to direct calls or provide information.	24,260	9.6%	3,258
Maintain records of sales or other business transactions.	22,000	9.2%	3,146
Answer customer questions about goods or services.	21,640	9.2%	3,121
Monitor inventories of products or materials.	25,100	9.0%	3,072
Explain technical product or service information to customers.	20,830	8.9%	3,028
Collect deposits, payments or fees.	23,480	8.2%	2,813
Prepare documentation for contracts, transactions, or regulatory compliance.	23,780	8.0%	2,737
Reconcile records of sales or other financial transactions.	17,560	7.9%	2,688
Clean food preparation areas, facilities, or equipment.	15,790	7.9%	2,681
Prepare foods for cooking or serving.	15,530	7.7%	2,641
Process sales or other transactions.	16,770	7.6%	2,601
Execute sales or other financial transactions.	20,670	7.2%	2,452
Serve food or beverages.	13,970	7.1%	2,419
Provide customers with general information or assistance.	12,740	7.0%	2,404
Clean production equipment.	18,600	7.0%	2,392
Respond to customer problems or complaints.	20,070	7.0%	2,373
Cook foods.	13,530	6.8%	2,325
Disassemble equipment for maintenance or repair.	19,300	6.7%	2,296
Load shipments, belongings, or materials.	17,830	6.7%	2,272
Send information, materials or documentation.	18,980	6.4%	2,194
Stock serving stations or dining areas with food or supplies.	12,080	6.4%	2,169
Clean facilities or work areas.	14,830	6.3%	2,165
Set up merchandise displays.	16,510	6.3%	2,143
Operate cranes, hoists, or other moving or lifting equipment.	17,090	6.2%	2,099
Schedule appointments.	17,330	6.1%	2,070
Load materials into production equipment.	14,960	5.9%	2,012
Process customer bills or payments.	11,260	5.9%	2,009
Maintain inventories of materials, equipment, or products.	18,210	5.8%	1,995
Prepare sales or other contracts.	15,580	5.8%	1,992
Move materials, equipment, or supplies.	14,020	5.7%	1,946
Supervise employees.	19,900	5.6%	1,899
Maintain operational records.	16,110	5.6%	1,898
Secure cargo.	14,410	5.5%	1,874
Develop organizational policies or programs.	19,140	5.5%	1,872
Lubricate production equipment.	13,970	5.4%	1,846
Advise customers on the use of products or services.	14,340	5.4%	1,835
Purchase stocks of merchandise or supplies.	14,140	5.3%	1,823
Operate office equipment.	15,880	5.3%	1,822
Repair production equipment or tools.	13,740	5.3%	1,820
Clean food service areas.	9,790	5.3%	1,809
Compile data or documentation.	15,730	5.3%	1,796
Enforce rules or regulations.	10,630	5.2%	1,781
Mark materials or objects for identification.	12,760	5.2%	1,762
Recommend products or services to customers.	13,440	5.1%	1,755

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 Lancaster Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	200,380	67.9%	23,151
Office suite software	196,180	66.3%	22,603
Data base user interface and query software	182,630	62.3%	21,243
Word processing software	185,100	61.2%	20,862
Personal computers	169,420	56.2%	19,177
Electronic mail software	162,250	52.7%	17,985
Desktop computers	150,100	49.8%	16,971
Operating system software	124,100	42.5%	14,487
Enterprise resource planning ERP software	128,210	41.6%	14,196
Internet browser software	127,690	40.7%	13,872
Presentation software	121,550	38.4%	13,090
Notebook computers	124,090	38.1%	12,992
Project management software	114,440	35.6%	12,141
Accounting software	95,770	32.5%	11,069
Web page creation and editing software	81,690	28.1%	9,566
Desktop publishing software	76,900	27.2%	9,273
Document management software	77,210	25.2%	8,583
Graphics or photo imaging software	79,470	25.1%	8,572
Screwdrivers	70,190	24.9%	8,504
Computer aided design CAD software	72,050	24.1%	8,218
Calendar and scheduling software	77,610	24.0%	8,184
Scanners	72,040	23.0%	7,833
Forklifts	65,360	22.9%	7,821
Video creation and editing software	72,590	22.7%	7,755
Analytical or scientific software	77,370	22.2%	7,582
Medical software	65,690	21.3%	7,252
Customer relationship management CRM software	62,880	20.8%	7,098
Laser printers	65,900	20.7%	7,067
Video conferencing software	63,660	20.4%	6,953
Power saws	57,110	20.0%	6,834
Inventory management software	58,880	19.9%	6,793
Point of sale POS software	46,310	19.8%	6,752
Adjustable wrenches	53,320	18.6%	6,349
Instant messaging software	49,470	18.6%	6,339
Cash registers	39,460	18.0%	6,152
Human resources software	56,640	18.0%	6,149
Bar code reader equipment	43,510	17.7%	6,050
Tape measures	48,970	17.2%	5,852
Ladders	48,200	17.1%	5,828
Hammers	46,170	16.7%	5,686
Photocopiers	54,420	16.4%	5,602
Power drills	48,880	16.4%	5,600
Hand trucks or accessories	43,350	15.8%	5,404
Personal digital assistant PDAs or organizers	48,320	15.7%	5,369
Information retrieval or search software	53,050	15.7%	5,361
Time accounting software	51,970	15.6%	5,324
Laser fax machine	48,830	15.4%	5,255
Adjustable widemouth pliers	43,470	15.3%	5,214
Desktop communications software	46,570	15.0%	5,118
Magnetic stripe readers and encoders	33,920	14.9%	5,087

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

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