

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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	50,440	16.8%	7,094
Record operational or production data.	48,380	15.6%	6,598
Order materials, supplies, or equipment.	42,970	12.5%	5,266
Calculate costs of goods or services.	35,470	11.9%	5,023
Load shipments, belongings, or materials.	35,730	11.2%	4,731
Sell products or services.	32,460	11.1%	4,676
Answer telephones to direct calls or provide information.	34,740	10.9%	4,618
Move materials, equipment, or supplies.	32,170	10.5%	4,451
Greet customers, patrons, or visitors.	30,620	10.5%	4,438
Clean production equipment.	32,220	10.3%	4,345
Disassemble equipment for maintenance or repair.	33,860	10.3%	4,343
Operate cranes, hoists, or other moving or lifting equipment.	32,930	10.2%	4,304
Secure cargo.	32,000	10.2%	4,293
Clean facilities or work areas.	29,430	10.1%	4,284
Collect deposits, payments or fees.	32,220	9.2%	3,879
Package materials or products.	28,140	9.1%	3,853
Lubricate production equipment.	28,020	9.1%	3,849
Repair production equipment or tools.	27,800	9.0%	3,821
Review work orders or schedules to determine operations or procedures.	27,900	9.0%	3,818
Connect cables or electrical lines.	27,850	9.0%	3,812
Monitor cargo area conditions.	27,800	9.0%	3,806
Load materials into production equipment.	27,450	9.0%	3,798
Mark materials or objects for identification.	27,370	9.0%	3,797
Sort materials or products for processing, storing, shipping, or grading.	27,140	8.9%	3,765
Prepare documentation for contracts, transactions, or regulatory compliance.	31,910	8.7%	3,693
Maintain records of sales or other business transactions.	25,420	8.6%	3,637
Answer customer questions about goods or services.	24,570	8.4%	3,563
Operate packing or other material processing equipment.	25,710	8.4%	3,558
Position material handling equipment.	25,500	8.4%	3,529
Monitor inventories of products or materials.	28,930	8.3%	3,503
Operate grinding equipment.	25,190	8.2%	3,464
Cut industrial materials in preparation for fabrication or processing.	24,290	8.0%	3,373
Receive information or instructions for performing work assignments.	23,830	7.9%	3,338
Clean materials to prepare them for production.	23,750	7.9%	3,335
Execute sales or other financial transactions.	27,930	7.8%	3,313
Sort materials or objects for processing or transport.	23,060	7.8%	3,295
Respond to customer problems or complaints.	27,400	7.8%	3,286
Set up material handling equipment (rigging, packaging, or structures)	22,850	7.7%	3,266
Explain technical product or service information to customers.	21,970	7.7%	3,263
Shovel materials.	22,770	7.7%	3,255
Sort recyclable materials.	22,170	7.4%	3,133
Operate forklifts or other loaders.	21,700	7.3%	3,087
Maintain material moving equipment in good working condition.	21,440	7.2%	3,059
Reconcile records of sales or other financial transactions.	19,900	7.2%	3,052
Operate recycling equipment.	21,340	7.2%	3,047
Process sales or other transactions.	18,320	6.8%	2,866
Schedule appointments.	23,110	6.6%	2,777
Prepare foods for cooking or serving.	16,250	6.5%	2,741
Send information, materials or documentation.	22,690	6.3%	2,648
Provide customers with general information or assistance.	13,200	6.0%	2,549

**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 Lehigh Valley Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	257,720	70.1%	29,609
Office suite software	250,350	67.8%	28,632
Word processing software	242,020	64.3%	27,168
Data base user interface and query software	232,090	63.2%	26,704
Personal computers	220,620	59.3%	25,043
Electronic mail software	214,520	56.3%	23,762
Desktop computers	184,460	48.5%	20,497
Operating system software	165,890	46.3%	19,544
Enterprise resource planning ERP software	162,990	43.0%	18,153
Internet browser software	155,000	38.7%	16,339
Presentation software	151,200	37.8%	15,947
Notebook computers	149,480	35.8%	15,117
Project management software	137,690	34.3%	14,482
Desktop publishing software	105,540	30.7%	12,943
Accounting software	110,240	30.3%	12,790
Web page creation and editing software	99,220	27.5%	11,603
Video conferencing software	98,350	26.0%	10,968
Document management software	95,680	25.1%	10,612
Calendar and scheduling software	98,130	24.5%	10,344
Computer aided design CAD software	88,290	24.4%	10,312
Graphics or photo imaging software	94,700	24.1%	10,166
Medical software	94,390	23.9%	10,109
Scanners	92,240	23.6%	9,983
Video creation and editing software	94,640	23.5%	9,907
Inventory management software	83,160	23.3%	9,844
Screwdrivers	77,980	23.2%	9,776
Forklifts	74,340	21.8%	9,197
Analytical or scientific software	92,560	21.0%	8,853
Laser printers	84,760	20.9%	8,833
Customer relationship management CRM software	77,720	20.8%	8,785
Human resources software	76,170	19.2%	8,116
Point of sale POS software	56,730	19.2%	8,103
Instant messaging software	62,520	18.8%	7,928
Photocopiers	78,110	18.8%	7,921
Laser fax machine	72,540	18.0%	7,584
Hand trucks or accessories	60,090	17.9%	7,558
Desktop communications software	66,780	17.7%	7,477
Power saws	59,440	17.5%	7,378
Hammers	57,150	17.3%	7,288
Cash registers	46,970	17.1%	7,218
Information retrieval or search software	70,480	16.6%	6,991
Hoists	56,350	16.5%	6,964
Personal digital assistant PDAs or organizers	63,690	16.1%	6,779
Bar code reader equipment	47,930	15.9%	6,711
Special purpose telephones	57,840	15.8%	6,679
Time accounting software	64,870	15.6%	6,596
Industrial control software	54,440	15.0%	6,324
Financial analysis software	57,360	14.6%	6,151
Magnetic stripe readers and encoders	41,770	14.5%	6,104
Adjustable wrenches	49,860	14.1%	5,959

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

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