Top Job Skills by Projected Employment and Demand
Montgomery 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.	63,010	13.7%	8,781
Clean work areas.	53,090	11.8%	7,512
Sell products or services.	52,250	11.7%	7,461
Answer telephones to direct calls or provide information.	51,210	10.6%	6,770
Greet customers, patrons, or visitors.	46,220	10.5%	6,696
Order materials, supplies, or equipment.	53,880	10.1%	6,458
Collect deposits, payments or fees.	52,210	9.9%	6,309
Prepare documentation for contracts, transactions, or regulatory compliance.	53,320	9.8%	6,242
Execute sales or other financial transactions.	52,640	9.7%	6,225
Respond to customer problems or complaints.	48,500	9.1%	5,835
Monitor inventories of products or materials.	45,930	8.7%	5,562
Maintain records of sales or other business transactions.	38,380	8.7%	5,549
Reconcile records of sales or other financial transactions.	35,640	8.4%	5,345
Answer customer questions about goods or services.	35,080	8.2%	5,242
Explain technical product or service information to customers.	33,040	7.8%	4,984
Process sales or other transactions.	32,190	7.7%	4,922
Record operational or production data.	36,230	7.6%	4,862
Provide customers with general information or assistance.	22,000	6.5%	4,151
Supervise employees.	44,000	6.5%	4,138
Schedule appointments.	34,740	6.4%	4,114
Prepare foods for cooking or serving.	23,670	6.3%	4,050
Serve food or beverages.	22,320	6.0%	3,863
Clean food preparation areas, facilities, or equipment.	22,630	6.0%	3,859
Compile data or documentation.	33,980	6.0%	3,837
Cook foods.	22,210	6.0%	3,813
Operate office equipment.	33,400	6.0%	3,804
Coordinate operational activities.	32,520	5.9%	3,799
Maintain financial or account records.	30,010	5.9%	3,787
Develop organizational policies or programs.	39,270	5.8%	3,718
Search files, databases or reference materials to obtain needed information.	31,820	5.7%	3,644
Stock serving stations or dining areas with food or supplies.	19,880	5.6%	3,558
File documents or records.	29,900	5.5%	3,545
Supervise clerical or administrative personnel.	31,180	5.5%	3,531
Prepare employee work schedules.	30,700	5.5%	3,503
Promote products, services, or programs.	27,350	5.5%	3,494
Provide information to coworkers.	30,940	5.5%	3,488
Prepare financial documents, reports, or budgets.	36,320	5.4%	3,482
Explain regulations, policies, or procedures.	29,590	5.4%	3,457
Train personnel.	30,580	5.3%	3,406
Send information, materials or documentation.	28,840	5.3%	3,402
Confer with coworkers to coordinate work activities.	30,400	5.3%	3,364
Set up merchandise displays.	24,530	5.2%	3,308
Prepare sales or other contracts.	25,520	5.1%	3,254
Distribute incoming mail.	27,770	5.1%	3,245
Gather customer or product information to determine customer needs.	24,830	5.0%	3,187
Maintain inventory records.	27,310	4.9%	3,136
Enforce rules or regulations.	18,330	4.9%	3,111
Supervise sales or support personnel.	20,520	4.8%	3,066
Proofread documents, records, or other files to ensure accuracy.	25,810	4.8%	3,041
Monitor sales activities.	19,830	4.7%	2,999

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
Montgomery Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	376,380	65.1%	41,601
Office suite software	373,600	64.6%	41,266
Word processing software	358,430	60.6%	38,707
Data base user interface and query software	346,520	60.2%	38,476
Personal computers	324,320	55.1%	35,229
Electronic mail software	315,070	52.5%	33,523
Desktop computers	306,480	52.4%	33,451
Operating system software	255,450	45.2%	28,851
Internet browser software	260,690	42.8%	27,356
Presentation software	261,950	42.5%	27,146
Enterprise resource planning ERP software	250,910	41.6%	26,603
Project management software	245,920	39.8%	25,461
Notebook computers	247,800	38.6%	24,678
Accounting software	199,340	35.0%	22,388
Desktop publishing software	171,760	30.7%	19,644
Document management software	181,780	30.7%	19,644
Web page creation and editing software	168,900	30.4%	19,427
Graphics or photo imaging software	181,430	29.9%	19,123
Customer relationship management CRM software	158,900	27.3%	17,449
Scanners	163,440	26.8%	17,120
Medical software	156,500	26.5%	16,911
Video creation and editing software	154,920	25.5%	16,265
Video conferencing software	145,840	24.2%	15,476
Analytical or scientific software	164,690	24.0%	15,348
Calendar and scheduling software	142,860	22.7%	14,475
Human resources software	135,420	22.4%	14,287
Laser printers	130,200	21.3%	13,640
Point of sale POS software	97,260	21.3%	13,580
Information retrieval or search software	135,710	21.2%	13,514
Photocopiers	134,400	21.0%	13,441
Instant messaging software	102,990	20.2%	12,926
Computer aided design CAD software	113,040	19.4%	12,398
Laser fax machine	117,480	19.1%	12,216
Personal digital assistant PDAs or organizers	113,590	18.9%	12,047
Financial analysis software	116,340	18.8%	11,983
Cash registers	75,330	18.0%	11,494
Screwdrivers	94,260	17.8%	11,368
Desktop communications software	100,020	17.0%	10,882
Business intelligence and data analysis software	104,000	16.8%	10,750
Development environment software	106,510	16.7%	10,641
Special purpose telephones	95,690	16.6%	10,632
Time accounting software	103,660	16.4%	10,474
Data base reporting software	98,560	15.9%	10,156
Desktop calculator	86,270	15.7%	10,047
Inventory management software	93,240	15.7%	10,008
Magnetic stripe readers and encoders	63,870	14.5%	9,278
Bar code reader equipment	65,000	14.5%	9,267
Forklifts	72,290	13.4%	8,570
Adjustable wrenches	71,070	13.3%	8,522
Ladders	69,070	13.2%	8,424

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

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