

Top Job Skills by Projected Employment and Demand Pennsylvania, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	2,630	13.3%	102,229
Order materials, supplies, or equipment.	48,800	13.1%	100,950
Calculate costs of goods or services.	137,370	12.3%	94,576
Sell products or services.	37,470	11.9%	91,870
Answer telephones to direct calls or provide information.	174,220	11.6%	89,375
Record operational or production data.	53,640	11.4%	87,690
Greet customers, patrons, or visitors.	7,510	11.1%	85,548
Collect deposits, payments or fees.	79,640	9.4%	72,536
Maintain records of sales or other business transactions.	85,080	9.4%	72,312
Answer customer questions about goods or services.	66,300	9.3%	71,697
Prepare documentation for contracts, transactions, or regulatory compliance.	122,250	9.1%	70,269
Monitor inventories of products or materials.	3,960	9.0%	69,705
Explain technical product or service information to customers.	9,610	8.8%	68,189
Execute sales or other financial transactions.	83,890	8.4%	65,117
Reconcile records of sales or other financial transactions.	27,160	7.8%	60,500
Respond to customer problems or complaints.	3,990	7.6%	58,884
Process sales or other transactions.	8,690	7.6%	58,852
Prepare foods for cooking or serving.	1,470	6.9%	53,000
Provide customers with general information or assistance.	81,960	6.9%	52,910
Schedule appointments.	19,260	6.8%	52,712
Send information, materials or documentation.	54,690	6.6%	51,296
Clean food preparation areas, facilities, or equipment.	7,690	6.5%	49,800
Disassemble equipment for maintenance or repair.	3,950	6.2%	47,458
Compile data or documentation.	122,380	6.1%	47,279
Serve food or beverages.	197,930	6.1%	46,777
Set up merchandise displays.	151,560	6.1%	46,773
Cook foods.	86,000	6.0%	46,322
Load shipments, belongings, or materials.	43,110	6.0%	45,956
Clean facilities or work areas.	7,730	5.9%	45,367
Clean production equipment.	5,060	5.9%	45,359
Operate cranes, hoists, or other moving or lifting equipment.	27,230	5.8%	45,036
Operate office equipment.	10,390	5.8%	44,600
Process customer bills or payments.	12,570	5.6%	43,097
Supervise employees.	5,820	5.6%	43,033
Prepare sales or other contracts.	154,550	5.5%	42,804
Develop organizational policies or programs.	10,670	5.5%	42,505
Move materials, equipment, or supplies.	16,990	5.5%	42,163
Prepare employee work schedules.	23,230	5.5%	42,102
Maintain financial or account records.	179,800	5.5%	42,054
Supervise clerical or administrative personnel.	8,340	5.4%	41,719
Search files, databases or reference materials to obtain needed information.	22,010	5.3%	40,790
Provide information to coworkers.	27,800	5.2%	39,815
Explain regulations, policies, or procedures.	35,340	5.1%	39,724
Prepare financial documents, reports, or budgets.	59,680	5.1%	39,584
Train personnel.	14,070	5.1%	39,454
Stock serving stations or dining areas with food or supplies.	124,360	5.1%	39,333
Purchase stocks of merchandise or supplies.	63,880	5.1%	39,029
Advise customers on the use of products or services.	154,190	5.0%	38,947
Coordinate operational activities.	1,460	5.0%	38,941
File documents or records.	370,300	5.0%	38,770

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 Pennsylvania, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	4,955,410	72.2%	556,654
Office suite software	4,807,230	69.6%	537,270
Data base user interface and query software	4,490,750	65.5%	505,258
Word processing software	4,620,220	65.4%	504,568
Personal computers	4,247,900	60.9%	469,540
Electronic mail software	4,079,650	57.0%	439,748
Desktop computers	3,855,180	55.2%	425,650
Operating system software	3,045,240	45.3%	349,251
Internet browser software	3,226,960	43.8%	337,892
Presentation software	3,167,790	42.7%	329,663
Notebook computers	3,172,610	41.6%	320,917
Enterprise resource planning ERP software	2,988,810	41.5%	320,508
Project management software	2,809,030	37.8%	291,838
Accounting software	2,304,550	33.9%	261,895
Web page creation and editing software	2,041,650	30.7%	236,929
Desktop publishing software	1,968,540	29.7%	229,065
Document management software	2,008,050	28.2%	217,446
Graphics or photo imaging software	2,013,770	27.5%	212,471
Calendar and scheduling software	1,971,220	26.6%	204,857
Medical software	1,849,600	25.6%	197,568
Scanners	1,845,770	25.1%	193,759
Video creation and editing software	1,806,970	24.4%	188,223
Analytical or scientific software	1,964,380	24.1%	185,716
Customer relationship management CRM software	1,655,170	23.8%	183,303
Video conferencing software	1,710,860	23.5%	180,925
Laser printers	1,711,140	23.2%	179,220
Computer aided design CAD software	1,505,450	21.7%	167,106
Screwdrivers	1,394,640	21.7%	167,055
Point of sale POS software	1,147,320	21.2%	163,211
Photocopiers	1,616,500	21.0%	162,281
Human resources software	1,491,440	20.4%	157,723
Instant messaging software	1,234,760	20.0%	154,172
Laser fax machine	1,438,530	19.4%	149,518
Inventory management software	1,320,760	19.3%	148,650
Information retrieval or search software	1,484,840	18.9%	145,672
Cash registers	924,980	18.4%	142,245
Forklifts	1,185,880	18.3%	141,406
Desktop communications software	1,248,290	17.9%	137,784
Special purpose telephones	1,212,480	17.8%	137,123
Personal digital assistant PDAs or organizers	1,251,010	17.0%	131,120
Adjustable wrenches	1,074,210	16.5%	126,992
Bar code reader equipment	907,390	16.5%	126,934
Time accounting software	1,249,100	16.2%	124,945
Financial analysis software	1,187,520	16.2%	124,735
Ladders	1,016,920	16.0%	123,570
Power saws	1,031,200	15.8%	121,652
Magnetic stripe readers and encoders	792,770	15.0%	115,728
Hammers	916,440	14.6%	112,284
Development environment software	1,085,050	14.2%	109,840
Desktop calculator	911,250	14.1%	109,129

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

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