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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Order materials, supplies, or equipment.	80,540	11.4%	10,062
Answer telephones to direct calls or provide information.	74,050	10.8%	9,551
Calculate costs of goods or services.	66,120	10.5%	9,318
Greet customers, patrons, or visitors.	59,470	9.7%	8,612
Clean work areas.	58,130	9.4%	8,342
Collect deposits, payments or fees.	68,190	9.1%	8,081
Prepare documentation for contracts, transactions, or regulatory compliance.	70,780	9.1%	8,073
Sell products or services.	54,530	9.0%	7,980
Execute sales or other financial transactions.	64,630	8.4%	7,469
Record operational or production data.	48,970	8.0%	7,073
Monitor inventories of products or materials.	59,280	7.9%	7,024
Prepare foods for cooking or serving.	40,560	7.7%	6,852
Respond to customer problems or complaints.	55,200	7.4%	6,555
Clean food preparation areas, facilities, or equipment.	38,060	7.2%	6,400
Maintain records of sales or other business transactions.	43,710	7.2%	6,356
Answer customer questions about goods or services.	42,120	7.1%	6,239
Compile data or documentation.	55,510	7.1%	6,238
Provide customers with general information or assistance.	31,950	6.9%	6,122
Cook foods.	35,700	6.9%	6,076
Schedule appointments.	52,250	6.8%	6,054
Explain technical product or service information to customers.	40,530	6.8%	6,035
Serve food or beverages.	34,970	6.8%	6,009
Reconcile records of sales or other financial transactions.	38,140	6.6%	5,842
Send information, materials or documentation.	49,130	6.4%	5,683
Process customer bills or payments.	31,150	6.4%	5,645
Supervise employees.	60,080	6.4%	5,632
Operate office equipment.	48,450	6.2%	5,514
Explain regulations, policies, or procedures.	49,040	6.1%	5,403
Process sales or other transactions.	34,340	6.1%	5,399
Stock serving stations or dining areas with food or supplies.	30,220	6.1%	5,387
Develop organizational policies or programs.	55,580	5.9%	5,245
Provide information to coworkers.	46,530	5.9%	5,176
Prepare employee work schedules.	44,910	5.8%	5,171
Supervise clerical or administrative personnel.	45,660	5.8%	5,161
Train personnel.	45,800	5.7%	5,025
Search files, databases or reference materials to obtain needed information.	43,590	5.6%	4,962
Administer basic health care or medical treatments.	54,620	5.4%	4,800
Communicate with customers to resolve complaints or ensure satisfaction.	25,370	5.3%	4,684
Distribute incoming mail.	40,550	5.2%	4,638
Proofread documents, records, or other files to ensure accuracy.	40,120	5.2%	4,603
File documents or records.	38,990	5.2%	4,602
Maintain inventory records.	39,210	5.1%	4,496
Confer with coworkers to coordinate work activities.	40,340	5.1%	4,486
Clean food service areas.	23,530	4.9%	4,348
Coordinate operational activities.	38,520	4.9%	4,342
Present food or beverage information or menus to customers.	23,290	4.9%	4,338
Arrange tables or dining areas.	23,750	4.9%	4,334
Prepare financial documents, reports, or budgets.	44,420	4.9%	4,293
Enforce rules or regulations.	24,170	4.8%	4,282
Sort mail.	36,460	4.8%	4,207

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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DEPARTMENT OF LABOR & INDUSTRY
CENTER FOR WORKFORCE INFORMATION & ANALYSIS

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

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	544,470	66.2%	58,543
Office suite software	540,290	65.6%	58,015
Word processing software	525,930	62.4%	55,219
Data base user interface and query software	506,110	61.4%	54,282
Personal computers	486,520	58.4%	51,673
Desktop computers	461,210	55.5%	49,042
Electronic mail software	463,520	53.7%	47,486
Internet browser software	402,490	45.7%	40,403
Notebook computers	401,390	44.5%	39,387
Presentation software	393,310	44.2%	39,078
Operating system software	322,000	40.1%	35,449
Project management software	340,280	38.8%	34,313
Enterprise resource planning ERP software	316,260	36.4%	32,201
Accounting software	261,760	32.4%	28,656
Desktop publishing software	243,010	30.3%	26,781
Web page creation and editing software	236,350	29.9%	26,464
Medical software	248,190	28.8%	25,462
Document management software	242,030	28.6%	25,265
Photocopiers	254,100	28.1%	24,816
Graphics or photo imaging software	238,210	27.7%	24,536
Calendar and scheduling software	243,510	27.3%	24,110
Scanners	231,180	26.3%	23,284
Video conferencing software	215,300	24.2%	21,383
Analytical or scientific software	237,250	24.1%	21,312
Laser printers	209,250	23.7%	20,933
Customer relationship management CRM software	191,830	23.7%	20,916
Video creation and editing software	208,500	23.6%	20,849
Laser fax machine	208,330	23.5%	20,752
Information retrieval or search software	212,860	22.4%	19,846
Human resources software	189,110	21.6%	19,070
Special purpose telephones	170,340	21.1%	18,671
Point of sale POS software	130,880	20.9%	18,442
Instant messaging software	133,280	18.7%	16,514
Personal digital assistant PDAs or organizers	151,680	16.9%	14,967
Cash registers	95,280	16.9%	14,905
Desktop communications software	130,400	16.1%	14,234
Financial analysis software	134,570	15.9%	14,056
Computer aided design CAD software	127,610	15.6%	13,754
Business intelligence and data analysis software	131,730	15.0%	13,287
Time accounting software	144,460	15.0%	13,282
Development environment software	132,700	14.8%	13,078
Desktop calculator	112,280	14.8%	13,049
Data base reporting software	128,400	14.6%	12,952
Magnetic stripe readers and encoders	88,200	14.5%	12,836
Tablet computers	144,930	14.3%	12,684
Inventory management software	114,430	13.9%	12,274
Screwdrivers	102,620	13.8%	12,179
Computer based training software	112,910	13.7%	12,133
Bar code reader equipment	80,650	13.4%	11,889
Point of sale POS terminal	76,020	12.8%	11,306

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

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