

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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	97,510	15.3%	13,756
Record operational or production data.	92,890	13.9%	12,486
Order materials, supplies, or equipment.	93,330	12.7%	11,397
Calculate costs of goods or services.	74,840	12.0%	10,740
Sell products or services.	73,840	12.0%	10,722
Answer telephones to direct calls or provide information.	75,420	11.2%	10,014
Greet customers, patrons, or visitors.	67,780	10.9%	9,803
Load shipments, belongings, or materials.	65,590	9.4%	8,420
Answer customer questions about goods or services.	56,510	9.2%	8,258
Maintain records of sales or other business transactions.	56,990	9.2%	8,250
Monitor inventories of products or materials.	65,770	8.9%	7,952
Collect deposits, payments or fees.	65,490	8.7%	7,842
Prepare documentation for contracts, transactions, or regulatory compliance.	66,340	8.5%	7,623
Explain technical product or service information to customers.	50,540	8.4%	7,572
Move materials, equipment, or supplies.	55,230	8.4%	7,515
Secure cargo.	56,930	8.3%	7,401
Operate cranes, hoists, or other moving or lifting equipment.	58,870	8.2%	7,391
Disassemble equipment for maintenance or repair.	59,160	8.1%	7,286
Clean facilities or work areas.	49,110	8.0%	7,134
Execute sales or other financial transactions.	60,410	7.9%	7,098
Clean production equipment.	53,060	7.8%	6,989
Reconcile records of sales or other financial transactions.	44,900	7.8%	6,953
Process sales or other transactions.	41,480	7.3%	6,560
Respond to customer problems or complaints.	54,270	7.2%	6,450
Mark materials or objects for identification.	47,280	7.2%	6,446
Load materials into production equipment.	45,710	7.0%	6,234
Package materials or products.	46,750	7.0%	6,232
Review work orders or schedules to determine operations or procedures.	46,820	6.9%	6,222
Connect cables or electrical lines.	46,460	6.9%	6,184
Monitor cargo area conditions.	46,090	6.8%	6,140
Lubricate production equipment.	44,310	6.7%	5,969
Prepare foods for cooking or serving.	34,790	6.5%	5,858
Repair production equipment or tools.	43,090	6.5%	5,827
Send information, materials or documentation.	49,080	6.3%	5,685
Provide customers with general information or assistance.	29,320	6.3%	5,644
Schedule appointments.	47,400	6.3%	5,628
Operate grinding equipment.	42,320	6.3%	5,623
Sort materials or products for processing, storing, shipping, or grading.	40,870	6.3%	5,614
Operate packing or other material processing equipment.	41,090	6.2%	5,561
Position material handling equipment.	40,510	6.1%	5,480
Cut industrial materials in preparation for fabrication or processing.	39,290	5.9%	5,292
Compile data or documentation.	46,600	5.9%	5,262
Set up merchandise displays.	39,850	5.9%	5,252
Sort materials or objects for processing or transport.	36,370	5.8%	5,179
Clean food preparation areas, facilities, or equipment.	30,740	5.7%	5,142
Set up material handling equipment (rigging, packaging, or structures)	35,810	5.7%	5,101
Cook foods.	29,750	5.7%	5,067
Supervise employees.	53,850	5.6%	5,058
Develop organizational policies or programs.	52,220	5.6%	5,043
Serve food or beverages.	28,480	5.4%	4,870

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 South Central Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	567,520	72.4%	64,883
Office suite software	550,310	69.9%	62,631
Data base user interface and query software	516,990	66.2%	59,355
Word processing software	528,420	65.6%	58,784
Personal computers	484,480	60.8%	54,487
Electronic mail software	463,150	56.8%	50,886
Desktop computers	423,930	52.8%	47,354
Operating system software	347,450	45.2%	40,500
Enterprise resource planning ERP software	361,430	44.3%	39,701
Internet browser software	350,870	41.6%	37,296
Presentation software	342,580	40.1%	35,968
Notebook computers	343,970	39.2%	35,159
Project management software	309,280	36.1%	32,405
Accounting software	256,910	32.8%	29,412
Desktop publishing software	226,530	30.0%	26,914
Web page creation and editing software	222,060	29.1%	26,085
Document management software	221,010	26.9%	24,114
Graphics or photo imaging software	223,870	26.5%	23,731
Calendar and scheduling software	213,220	25.0%	22,406
Scanners	208,630	24.7%	22,166
Computer aided design CAD software	192,680	24.5%	22,011
Screwdrivers	178,710	24.4%	21,887
Video conferencing software	196,920	23.9%	21,465
Medical software	196,530	23.8%	21,303
Video creation and editing software	200,890	23.6%	21,192
Analytical or scientific software	218,140	23.4%	20,950
Inventory management software	178,290	23.0%	20,622
Forklifts	167,230	22.6%	20,304
Laser printers	184,760	21.8%	19,542
Customer relationship management CRM software	174,710	21.8%	19,519
Human resources software	168,100	20.0%	17,973
Point of sale POS software	125,810	20.0%	17,951
Photocopiers	171,200	19.3%	17,261
Instant messaging software	134,000	18.7%	16,804
Laser fax machine	159,400	18.7%	16,800
Power saws	137,400	18.6%	16,684
Bar code reader equipment	115,970	17.8%	15,954
Desktop communications software	141,970	17.6%	15,751
Cash registers	99,550	17.3%	15,509
Adjustable wrenches	129,790	17.3%	15,478
Information retrieval or search software	154,630	17.0%	15,280
Hand trucks or accessories	122,610	17.0%	15,279
Time accounting software	145,940	16.5%	14,826
Hammers	116,670	16.4%	14,712
Personal digital assistant PDAs or organizers	135,080	16.1%	14,419
Special purpose telephones	127,170	16.0%	14,323
Ladders	116,370	15.9%	14,299
Hoists	116,990	15.6%	13,974
Financial analysis software	129,390	15.2%	13,671
Magnetic stripe readers and encoders	91,280	14.9%	13,381

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

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