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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	21,440	13.5%	2,978
Order materials, supplies, or equipment.	23,070	12.9%	2,844
Greet customers, patrons, or visitors.	19,150	12.4%	2,721
Calculate costs of goods or services.	18,770	12.3%	2,709
Sell products or services.	18,540	11.9%	2,623
Answer telephones to direct calls or provide information.	18,300	10.9%	2,394
Record operational or production data.	18,020	10.9%	2,391
Answer customer questions about goods or services.	13,570	9.2%	2,025
Maintain records of sales or other business transactions.	13,570	9.2%	2,015
Monitor inventories of products or materials.	15,760	8.8%	1,937
Collect deposits, payments or fees.	16,450	8.7%	1,919
Reconcile records of sales or other financial transactions.	12,270	8.6%	1,887
Prepare documentation for contracts, transactions, or regulatory compliance.	16,620	8.4%	1,856
Explain technical product or service information to customers.	11,660	8.2%	1,814
Process sales or other transactions.	11,430	8.1%	1,792
Execute sales or other financial transactions.	14,960	7.9%	1,729
Prepare foods for cooking or serving.	10,050	7.5%	1,660
Schedule appointments.	12,970	6.7%	1,486
Respond to customer problems or complaints.	12,570	6.7%	1,471
Provide customers with general information or assistance.	7,580	6.6%	1,459
Clean food preparation areas, facilities, or equipment.	8,630	6.4%	1,411
Cook foods.	8,370	6.3%	1,398
Serve food or beverages.	8,320	6.3%	1,391
Set up merchandise displays.	9,960	6.0%	1,331
Disassemble equipment for maintenance or repair.	11,640	6.0%	1,318
Develop organizational policies or programs.	13,580	6.0%	1,311
Operate office equipment.	11,570	5.9%	1,294
Send information, materials or documentation.	11,230	5.9%	1,288
Process customer bills or payments.	7,160	5.8%	1,282
Prepare employee work schedules.	11,080	5.7%	1,245
Compile data or documentation.	11,010	5.5%	1,221
Load shipments, belongings, or materials.	9,890	5.5%	1,219
Supervise clerical or administrative personnel.	10,760	5.5%	1,206
Search files, databases or reference materials to obtain needed information.	10,600	5.4%	1,184
Train personnel.	10,610	5.2%	1,152
Clean production equipment.	9,120	5.2%	1,145
Supervise employees.	12,070	5.1%	1,129
Distribute incoming mail.	9,840	5.1%	1,117
Communicate with customers to resolve complaints or ensure satisfaction.	6,080	5.1%	1,114
Purchase stocks of merchandise or supplies.	8,330	5.1%	1,113
Proofread documents, records, or other files to ensure accuracy.	9,770	5.1%	1,112
Train sales personnel.	6,980	4.9%	1,085
Monitor sales activities.	6,950	4.9%	1,080
Supervise sales or support personnel.	6,950	4.9%	1,080
Monitor work areas to provide security.	7,970	4.9%	1,079
Gather customer or product information to determine customer needs.	7,880	4.8%	1,067
Prepare sales or other contracts.	7,880	4.8%	1,067
Provide information to coworkers.	9,460	4.8%	1,056
Confer with coworkers to coordinate work activities.	9,810	4.8%	1,055
Enforce rules or regulations.	6,270	4.8%	1,049

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
Southern Alleghenies Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	129,670	65.5%	14,413
Office suite software	126,910	63.8%	14,037
Word processing software	121,050	59.4%	13,086
Data base user interface and query software	115,680	58.7%	12,931
Personal computers	112,830	56.1%	12,362
Desktop computers	102,600	51.4%	11,308
Electronic mail software	105,710	50.9%	11,207
Operating system software	77,680	40.3%	8,882
Internet browser software	85,250	40.3%	8,871
Presentation software	80,740	38.2%	8,402
Enterprise resource planning ERP software	77,590	37.7%	8,300
Notebook computers	80,790	36.6%	8,062
Project management software	72,160	34.2%	7,524
Accounting software	59,340	31.0%	6,830
Web page creation and editing software	51,680	27.5%	6,065
Calendar and scheduling software	54,660	25.7%	5,652
Desktop publishing software	46,440	25.1%	5,523
Document management software	47,500	23.8%	5,240
Graphics or photo imaging software	49,030	23.7%	5,221
Screwdrivers	43,380	23.1%	5,087
Medical software	47,440	22.8%	5,021
Laser printers	46,500	22.0%	4,852
Scanners	46,020	21.9%	4,829
Video creation and editing software	45,890	21.6%	4,750
Point of sale POS software	32,150	21.0%	4,631
Analytical or scientific software	48,650	20.8%	4,584
Video conferencing software	42,100	20.0%	4,398
Forklifts	37,560	19.6%	4,321
Customer relationship management CRM software	38,290	19.5%	4,300
Computer aided design CAD software	38,290	19.5%	4,288
Bar code reader equipment	30,940	19.0%	4,190
Cash registers	27,340	19.0%	4,189
Human resources software	39,210	19.0%	4,183
Adjustable wrenches	35,780	18.9%	4,165
Photocopiers	40,440	18.3%	4,025
Laser fax machine	37,980	17.8%	3,926
Instant messaging software	30,630	17.6%	3,867
Inventory management software	34,910	17.5%	3,852
Ladders	31,110	16.7%	3,683
Power saws	31,950	16.5%	3,630
Magnetic stripe readers and encoders	23,790	15.9%	3,510
Adjustable widemouth pliers	30,000	15.9%	3,501
Time accounting software	35,140	15.9%	3,501
Personal digital assistant PDAs or organizers	32,740	15.5%	3,408
Hammers	27,740	15.0%	3,308
Tape measures	28,600	14.9%	3,286
Desktop communications software	29,900	14.9%	3,273
Power drills	29,360	14.6%	3,216
Special purpose telephones	28,750	14.4%	3,176
Information retrieval or search software	31,650	13.9%	3,064

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

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Data Sources: CWIA Occupational Employment Projections, 2018-2028
U.S. Department of Labor's Occupational Information Network (O*NET) Database

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