

Top Job Skills by Projected Employment and Demand Three Rivers 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.	90,300	13.0%	11,274
Calculate costs of goods or services.	79,030	12.8%	11,148
Answer telephones to direct calls or provide information.	79,220	12.0%	10,426
Sell products or services.	70,360	11.8%	10,226
Clean work areas.	68,420	11.1%	9,701
Greet customers, patrons, or visitors.	65,810	11.0%	9,571
Collect deposits, payments or fees.	74,500	10.2%	8,839
Prepare documentation for contracts, transactions, or regulatory compliance.	75,390	10.0%	8,670
Execute sales or other financial transactions.	69,150	9.3%	8,062
Maintain records of sales or other business transactions.	56,070	9.2%	8,009
Answer customer questions about goods or services.	54,000	9.1%	7,876
Explain technical product or service information to customers.	52,090	8.8%	7,627
Monitor inventories of products or materials.	63,240	8.6%	7,525
Record operational or production data.	53,920	8.6%	7,496
Reconcile records of sales or other financial transactions.	45,740	8.0%	6,994
Respond to customer problems or complaints.	58,590	8.0%	6,975
Prepare foods for cooking or serving.	39,720	7.7%	6,688
Process sales or other transactions.	41,880	7.5%	6,528
Provide customers with general information or assistance.	33,190	7.4%	6,407
Schedule appointments.	51,940	7.0%	6,089
Clean food preparation areas, facilities, or equipment.	35,110	6.8%	5,875
Cook foods.	34,370	6.7%	5,841
Send information, materials or documentation.	50,070	6.6%	5,727
Compile data or documentation.	51,270	6.6%	5,718
Process customer bills or payments.	30,810	6.4%	5,602
Serve food or beverages.	32,290	6.4%	5,530
Operate office equipment.	46,400	6.0%	5,243
Maintain financial or account records.	41,740	5.9%	5,157
Prepare financial documents, reports, or budgets.	52,210	5.8%	5,003
Prepare employee work schedules.	43,370	5.7%	4,951
Develop organizational policies or programs.	52,690	5.7%	4,941
Supervise employees.	52,730	5.7%	4,920
Search files, databases or reference materials to obtain needed information.	43,450	5.6%	4,911
Supervise clerical or administrative personnel.	43,550	5.6%	4,907
Coordinate operational activities.	42,730	5.6%	4,896
Communicate with customers to resolve complaints or ensure satisfaction.	26,380	5.6%	4,874
Set up merchandise displays.	37,330	5.5%	4,827
Administer basic health care or medical treatments.	52,750	5.5%	4,746
Provide information to coworkers.	42,290	5.4%	4,711
Train personnel.	42,990	5.4%	4,687
File documents or records.	40,000	5.4%	4,686
Stock serving stations or dining areas with food or supplies.	25,520	5.3%	4,603
Prepare sales or other contracts.	36,500	5.2%	4,526
Confer with coworkers to coordinate work activities.	41,010	5.1%	4,463
Enforce rules or regulations.	25,540	5.1%	4,459
Explain regulations, policies, or procedures.	38,150	5.1%	4,455
Distribute incoming mail.	38,740	5.1%	4,412
Present food or beverage information or menus to customers.	23,420	5.0%	4,375
Maintain inventory records.	38,280	5.0%	4,374
Train sales personnel.	28,170	5.0%	4,344

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 Three Rivers Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	555,870	69.6%	60,530
Office suite software	545,460	68.0%	59,166
Data base user interface and query software	509,790	63.8%	55,554
Word processing software	522,690	63.4%	55,187
Personal computers	477,720	58.7%	51,097
Desktop computers	450,950	55.9%	48,660
Electronic mail software	465,540	55.6%	48,335
Operating system software	356,930	45.6%	39,658
Internet browser software	386,030	45.1%	39,270
Presentation software	382,900	44.3%	38,572
Notebook computers	382,030	43.0%	37,425
Project management software	344,560	40.0%	34,827
Enterprise resource planning ERP software	336,880	39.7%	34,521
Accounting software	280,130	35.9%	31,199
Web page creation and editing software	254,290	33.2%	28,910
Desktop publishing software	234,500	30.4%	26,473
Document management software	244,800	29.8%	25,940
Graphics or photo imaging software	244,910	29.1%	25,295
Medical software	238,680	28.4%	24,738
Calendar and scheduling software	237,530	27.5%	23,890
Scanners	229,120	27.0%	23,451
Customer relationship management CRM software	209,600	26.1%	22,729
Video creation and editing software	221,090	25.7%	22,373
Analytical or scientific software	245,970	25.6%	22,301
Laser printers	207,810	24.2%	21,052
Video conferencing software	206,820	24.1%	20,975
Photocopiers	213,350	23.9%	20,784
Point of sale POS software	140,010	22.8%	19,816
Human resources software	193,260	22.7%	19,792
Information retrieval or search software	205,920	22.6%	19,642
Laser fax machine	186,100	21.4%	18,611
Instant messaging software	147,670	21.0%	18,303
Special purpose telephones	151,570	19.5%	16,995
Cash registers	109,570	19.5%	16,940
Personal digital assistant PDAs or organizers	163,290	19.1%	16,577
Financial analysis software	157,170	18.7%	16,273
Computer aided design CAD software	152,500	18.7%	16,257
Desktop communications software	144,580	18.1%	15,788
Screwdrivers	124,790	16.8%	14,626
Time accounting software	152,420	16.8%	14,619
Inventory management software	131,110	16.3%	14,184
Bar code reader equipment	98,390	16.3%	14,156
Business intelligence and data analysis software	138,140	16.2%	14,075
Development environment software	140,860	15.9%	13,877
Data base reporting software	135,570	15.9%	13,845
Magnetic stripe readers and encoders	94,290	15.9%	13,802
Desktop calculator	116,650	15.7%	13,686
Ladders	98,100	13.6%	11,806
Point of sale POS terminal	81,210	13.5%	11,773
Tablet computers	134,930	13.5%	11,751

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

