

## Top Job Skills by Projected Employment and Demand Tri County Workforce Development Area, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	17,050	13.3%	2,377
Calculate costs of goods or services.	16,490	13.2%	2,348
Sell products or services.	15,630	12.4%	2,207
Order materials, supplies, or equipment.	18,130	12.2%	2,179
Greet customers, patrons, or visitors.	14,310	11.6%	2,069
Maintain records of sales or other business transactions.	13,230	10.6%	1,883
Answer customer questions about goods or services.	12,930	10.4%	1,860
Answer telephones to direct calls or provide information.	13,570	10.1%	1,805
Explain technical product or service information to customers.	12,140	9.9%	1,763
Record operational or production data.	13,000	9.4%	1,679
Monitor inventories of products or materials.	13,140	9.2%	1,647
Reconcile records of sales or other financial transactions.	10,890	9.2%	1,643
Collect deposits, payments or fees.	13,950	9.1%	1,631
Prepare documentation for contracts, transactions, or regulatory compliance.	13,910	8.9%	1,590
Process sales or other transactions.	9,960	8.6%	1,535
Execute sales or other financial transactions.	12,570	8.3%	1,476
Set up merchandise displays.	10,000	7.4%	1,314
Prepare foods for cooking or serving.	7,800	7.3%	1,301
Clean food preparation areas, facilities, or equipment.	7,110	6.6%	1,175
Prepare sales or other contracts.	9,100	6.6%	1,173
Schedule appointments.	9,920	6.5%	1,160
Serve food or beverages.	6,700	6.4%	1,136
Provide customers with general information or assistance.	5,970	6.3%	1,123
Purchase stocks of merchandise or supplies.	8,530	6.2%	1,111
Respond to customer problems or complaints.	9,040	6.1%	1,092
Operate office equipment.	9,510	6.1%	1,089
Send information, materials or documentation.	9,430	6.1%	1,086
Recommend products or services to customers.	8,040	6.0%	1,068
Advise customers on the use of products or services.	8,030	6.0%	1,063
Cook foods.	6,280	6.0%	1,062
Gather customer or product information to determine customer needs.	7,760	5.8%	1,037
Disassemble equipment for maintenance or repair.	8,790	5.6%	1,005
Arrange delivery of goods or services.	7,520	5.6%	1,004
Maintain financial or account records.	8,290	5.6%	1,000
Estimate costs or terms of sales.	7,310	5.5%	978
Demonstrate products to consumers.	7,150	5.5%	974
Search files, databases or reference materials to obtain needed information.	8,530	5.5%	974
Compile data or documentation.	8,090	5.2%	928
Monitor work areas to provide security.	6,720	5.2%	924
Enforce rules or regulations.	5,480	5.1%	902
Stock serving stations or dining areas with food or supplies.	4,950	5.0%	893
Monitor sales activities.	5,820	4.9%	876
Operate cranes, hoists, or other moving or lifting equipment.	7,320	4.9%	875
Load shipments, belongings, or materials.	6,950	4.9%	873
Train sales personnel.	5,710	4.9%	869
Supervise sales or support personnel.	5,640	4.8%	856
Clean production equipment.	6,820	4.8%	855
Arrange tables or dining areas.	4,660	4.7%	843
Process customer bills or payments.	4,670	4.7%	838
File documents or records.	7,040	4.7%	834

**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/](http://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 Tri County Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	94,030	60.2%	10,723
Office suite software	92,360	58.9%	10,499
Word processing software	88,060	55.0%	9,810
Data base user interface and query software	84,150	54.2%	9,668
Personal computers	79,070	49.6%	8,836
Desktop computers	75,070	48.1%	8,566
Electronic mail software	77,320	47.6%	8,483
Operating system software	62,610	40.7%	7,247
Internet browser software	61,790	37.8%	6,730
Enterprise resource planning ERP software	60,330	36.8%	6,563
Presentation software	57,570	34.7%	6,193
Notebook computers	56,550	32.9%	5,861
Project management software	54,250	32.7%	5,835
Accounting software	46,720	30.7%	5,476
Web page creation and editing software	39,850	26.7%	4,752
Desktop publishing software	37,560	25.4%	4,535
Document management software	38,080	24.1%	4,299
Graphics or photo imaging software	38,010	23.2%	4,130
Medical software	35,650	21.7%	3,870
Video creation and editing software	35,950	21.6%	3,858
Screwdrivers	31,370	21.3%	3,803
Customer relationship management CRM software	33,230	21.2%	3,787
Point of sale POS software	26,480	21.1%	3,769
Calendar and scheduling software	36,030	21.0%	3,746
Video conferencing software	33,000	20.4%	3,645
Scanners	33,330	20.3%	3,621
Computer aided design CAD software	32,090	20.2%	3,607
Laser printers	31,830	19.1%	3,403
Human resources software	30,990	18.9%	3,371
Cash registers	21,940	18.7%	3,336
Analytical or scientific software	33,760	18.3%	3,258
Instant messaging software	24,720	17.8%	3,176
Adjustable wrenches	25,970	17.6%	3,139
Forklifts	26,050	17.2%	3,071
Bar code reader equipment	21,810	17.2%	3,063
Inventory management software	26,380	16.3%	2,913
Magnetic stripe readers and encoders	19,700	16.2%	2,895
Desktop communications software	25,540	15.8%	2,812
Photocopiers	26,520	15.4%	2,738
Tape measures	22,790	15.1%	2,689
Laser fax machine	25,410	15.1%	2,685
Hammers	21,720	15.0%	2,681
Personal digital assistant PDAs or organizers	24,420	14.8%	2,632
Ladders	21,250	14.7%	2,622
Adjustable widemouth pliers	21,540	14.7%	2,618
Information retrieval or search software	25,470	14.4%	2,572
Power saws	21,300	14.1%	2,510
Point of sale POS terminal	17,360	13.8%	2,459
Time accounting software	23,700	13.6%	2,418
Financial analysis software	22,270	13.4%	2,385

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

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