

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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	25,050	14.9%	3,536
Calculate costs of goods or services.	20,890	12.7%	3,029
Record operational or production data.	22,910	12.5%	2,964
Order materials, supplies, or equipment.	24,410	12.3%	2,917
Sell products or services.	19,360	11.7%	2,786
Greet customers, patrons, or visitors.	18,260	11.2%	2,676
Answer telephones to direct calls or provide information.	19,550	11.2%	2,665
Answer customer questions about goods or services.	15,820	9.8%	2,323
Maintain records of sales or other business transactions.	15,880	9.8%	2,321
Explain technical product or service information to customers.	14,560	9.2%	2,180
Monitor inventories of products or materials.	17,110	8.8%	2,088
Reconcile records of sales or other financial transactions.	12,710	8.4%	1,992
Collect deposits, payments or fees.	16,600	8.4%	1,991
Process sales or other transactions.	12,390	8.2%	1,957
Prepare documentation for contracts, transactions, or regulatory compliance.	16,490	8.0%	1,903
Clean production equipment.	14,880	7.9%	1,889
Execute sales or other financial transactions.	15,510	7.7%	1,830
Disassemble equipment for maintenance or repair.	15,180	7.6%	1,807
Respond to customer problems or complaints.	14,860	7.5%	1,777
Load shipments, belongings, or materials.	13,340	7.2%	1,719
Operate cranes, hoists, or other moving or lifting equipment.	13,650	7.0%	1,674
Provide customers with general information or assistance.	8,500	6.7%	1,605
Prepare foods for cooking or serving.	8,920	6.3%	1,507
Move materials, equipment, or supplies.	10,900	6.3%	1,496
Load materials into production equipment.	11,300	6.3%	1,488
Lubricate production equipment.	11,220	6.2%	1,473
Set up merchandise displays.	11,270	6.2%	1,469
Secure cargo.	11,200	6.1%	1,463
Repair production equipment or tools.	10,820	6.0%	1,432
Send information, materials or documentation.	12,090	5.9%	1,410
Clean food preparation areas, facilities, or equipment.	8,280	5.8%	1,392
Sort materials or products for processing, storing, shipping, or grading.	10,370	5.8%	1,388
Serve food or beverages.	8,040	5.8%	1,378
Maintain inventories of materials, equipment, or products.	13,100	5.7%	1,366
Schedule appointments.	11,410	5.7%	1,358
Clean facilities or work areas.	9,450	5.6%	1,334
Prepare sales or other contracts.	10,130	5.5%	1,306
Review work orders or schedules to determine operations or procedures.	9,830	5.5%	1,302
Cook foods.	7,530	5.4%	1,288
Package materials or products.	9,680	5.4%	1,287
Connect cables or electrical lines.	9,590	5.4%	1,276
Monitor cargo area conditions.	9,590	5.4%	1,276
Operate grinding equipment.	9,860	5.3%	1,273
Monitor sales activities.	7,850	5.2%	1,238
Advise customers on the use of products or services.	9,740	5.2%	1,237
Purchase stocks of merchandise or supplies.	9,530	5.2%	1,234
Train sales personnel.	7,730	5.1%	1,223
Supervise sales or support personnel.	7,490	5.0%	1,199
Mark materials or objects for identification.	8,700	5.0%	1,196
Stock products or parts.	7,310	5.0%	1,187

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 Berks Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	136,680	66.0%	15,714
Office suite software	132,600	63.8%	15,191
Data base user interface and query software	123,720	60.3%	14,344
Word processing software	125,950	59.3%	14,106
Personal computers	115,000	54.8%	13,047
Electronic mail software	112,970	52.4%	12,480
Desktop computers	103,110	49.1%	11,686
Operating system software	85,190	41.9%	9,963
Enterprise resource planning ERP software	86,670	40.2%	9,576
Internet browser software	84,450	38.4%	9,128
Presentation software	80,640	36.2%	8,612
Notebook computers	80,190	35.1%	8,363
Project management software	74,380	33.3%	7,918
Accounting software	62,540	31.0%	7,385
Web page creation and editing software	54,060	26.7%	6,363
Desktop publishing software	52,750	26.6%	6,319
Document management software	55,700	26.0%	6,194
Graphics or photo imaging software	52,430	23.8%	5,668
Screwdrivers	43,980	22.8%	5,423
Scanners	49,750	22.7%	5,400
Video creation and editing software	50,770	22.6%	5,378
Medical software	47,890	22.5%	5,351
Computer aided design CAD software	46,550	22.3%	5,310
Calendar and scheduling software	50,290	22.2%	5,290
Video conferencing software	47,600	21.9%	5,214
Laser printers	47,370	21.5%	5,125
Analytical or scientific software	51,680	21.2%	5,040
Customer relationship management CRM software	44,730	21.2%	5,038
Inventory management software	41,640	20.2%	4,811
Forklifts	38,690	19.8%	4,713
Point of sale POS software	31,680	19.4%	4,624
Human resources software	40,980	18.7%	4,460
Instant messaging software	34,680	18.4%	4,378
Cash registers	27,280	17.7%	4,215
Photocopiers	40,130	17.3%	4,114
Adjustable wrenches	33,220	17.0%	4,034
Desktop communications software	35,420	16.6%	3,953
Power saws	32,470	16.5%	3,937
Bar code reader equipment	26,800	16.2%	3,864
Laser fax machine	35,990	16.2%	3,851
Hammers	30,440	15.9%	3,788
Ladders	29,970	15.7%	3,728
Tape measures	30,560	15.3%	3,634
Personal digital assistant PDAs or organizers	33,030	15.1%	3,605
Information retrieval or search software	35,620	15.1%	3,595
Magnetic stripe readers and encoders	23,840	15.1%	3,587
Hand trucks or accessories	28,910	15.0%	3,578
Time accounting software	34,170	14.8%	3,526
Financial analysis software	32,400	14.5%	3,446
Special purpose telephones	29,270	14.1%	3,362

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

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