

Top Job Skills by Projected Employment and Openings Central Workforce Development Area, 2014-2024

Top 50 Detailed Work Activities, 2014-2024

	2024 Employment	Percent of Annual Openings	Annual Openings
Order materials, supplies, or equipment	45,700	16.6%	1,344
Calculate costs of goods or services	33,400	13.8%	1,119
Sell products or services	32,410	13.6%	1,100
Clean work areas	32,480	13.0%	1,054
Record operational or production data	34,980	12.1%	980
Greet customers, patrons, or visitors	30,780	11.5%	930
Monitor inventories of products or materials	29,820	10.3%	833
Process customer bills or payments	19,940	10.2%	824
Cook foods	20,910	10.1%	816
Clean food preparation areas, facilities, or equipment	20,600	10.0%	808
Maintain records of sales or other business transactions	23,110	9.8%	797
Answer customer questions about goods or services	22,760	9.7%	783
Serve food or beverages	19,750	9.7%	783
Administer basic health care or medical treatments	24,160	9.5%	767
Explain technical product or service information to customers	21,010	9.1%	736
Communicate with customers to resolve complaints or ensure satisfaction	17,280	9.1%	734
Collect deposits, payments or fees	30,440	8.7%	705
Reconcile records of sales or other financial transactions	20,430	8.6%	696
Take customer orders	15,800	8.5%	691
Process sales or other transactions	17,970	8.5%	685
Arrange tables or dining areas	15,620	8.3%	669
Clean food service areas	16,120	8.2%	667
Communicate dining or order details to kitchen personnel	14,350	7.7%	624
Prepare documentation for contracts, transactions, or regulatory compliance	30,240	7.7%	622
Prepare hot or cold beverages	14,570	7.3%	595
Collect biological specimens from patients	17,660	7.2%	585
Prepare foods for cooking or serving	14,550	7.2%	582
Collect dirty dishes or other tableware	13,550	7.0%	567
Maintain inventories of materials, equipment, or products	20,310	6.8%	554
Clean tableware	14,570	6.7%	545
Execute sales or other financial transactions	25,940	6.6%	534
Provide information to coworkers	20,440	6.6%	534
Record patient medical histories	16,130	6.5%	528
Collaborate with healthcare professionals to plan or provide treatment	14,960	6.2%	502
Supervise employees	18,250	6.1%	497
Compile data or documentation	22,690	6.0%	485
Maintain operational records	17,350	6.0%	483
Maintain financial or account records	17,350	5.9%	479
Explain regulations, policies, or procedures	17,950	5.9%	474
Train food preparation or food service personnel	12,160	5.8%	470
Assist chefs or caterers with food or drink preparation	12,010	5.7%	465
Operate diagnostic or therapeutic medical instruments or equipment	13,740	5.7%	460
Confer with coworkers to coordinate work activities	18,390	5.7%	458
Respond to customer problems or complaints	17,750	5.6%	457
Set up merchandise displays	14,480	5.6%	456
Package food or supplies	11,280	5.6%	456
Supervise patient care personnel	13,090	5.6%	452
Arrange food for serving	12,450	5.5%	446
Stock serving stations or dining areas with food or supplies	10,220	5.5%	445
Prepare sales or other contracts	14,240	5.5%	443

Detailed Work Activities - Types of specific job behaviors or duties particular to an occupation.

Data are ranked by percent of annual openings where employment change was positive between 2014 and 2024

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, 2014-2024
U.S. Department of Labor's Occupational Information Network (O*NET) Database

Top Job Skills by Projected Employment and Openings Central Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	231,530	77.6%	6,287
Data base user interface and query software	215,640	74.2%	6,006
Personal computers	198,880	67.8%	5,492
Word processing software	202,640	66.0%	5,344
Desktop computers	187,050	63.8%	5,169
Office suite software	182,240	61.8%	5,006
Electronic mail software	157,710	50.9%	4,122
Notebook computers	156,520	50.3%	4,076
Internet browser software	145,210	46.9%	3,795
Presentation software	117,230	36.8%	2,978
Calendar and scheduling software	97,630	32.3%	2,617
Accounting software	97,410	31.9%	2,581
Enterprise resource planning ERP software	98,340	31.4%	2,542
Laser printers	85,120	29.4%	2,380
Project management software	92,280	27.4%	2,220
Personal digital assistant PDAs or organizers	74,890	26.2%	2,121
Medical software	71,660	26.1%	2,116
Point of sale POS software	56,930	24.9%	2,017
Scanners	83,980	24.8%	2,006
Screwdrivers	75,350	24.8%	2,005
Photocopiers	78,150	24.3%	1,969
Operating system software	70,120	24.3%	1,968
Cash registers	52,790	23.8%	1,927
Bar code reader equipment	50,850	22.1%	1,790
Laser fax machine	70,110	21.1%	1,706
Adjustable wrenches	60,960	20.2%	1,639
Magnetic stripe readers and encoders	44,200	20.1%	1,624
Forklifts	61,690	19.8%	1,606
Analytical or scientific software	62,670	19.8%	1,603
Special purpose telephones	64,390	19.5%	1,580
Graphics or photo imaging software	63,410	19.5%	1,578
Tape measures	55,650	18.8%	1,523
Ladders	55,070	18.8%	1,522
Inventory management software	55,990	18.2%	1,477
Point of sale POS terminal	39,270	17.7%	1,437
Hammers	48,100	17.0%	1,378
Power saws	52,710	16.7%	1,356
Tablet computers	47,930	16.2%	1,311
Adjustable widemouth pliers	47,260	16.2%	1,311
Document management software	59,110	16.2%	1,309
Desktop publishing software	53,620	15.3%	1,242
Power drills	47,900	15.1%	1,226
Hand trucks or accessories	44,090	15.1%	1,222
Desktop calculator	43,750	15.1%	1,222
Hoists	43,800	15.0%	1,211
Pocket calculator	43,760	14.8%	1,199
Human resources software	45,510	14.3%	1,156
Information retrieval or search software	47,710	14.1%	1,143
Time accounting software	47,360	13.8%	1,114
Computer aided design CAD software	44,250	13.7%	1,113

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 openings where employment change was positive between 2014 and 2024

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