

# Top Job Skills by Projected Employment and Openings Chester 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	38,250	14.2%	1,148
Calculate costs of goods or services	32,300	12.8%	1,034
Sell products or services	30,550	12.5%	1,011
Monitor inventories of products or materials	31,200	11.2%	907
Greet customers, patrons, or visitors	26,350	9.4%	764
Clean food preparation areas, facilities, or equipment	17,630	9.4%	761
Clean work areas	22,300	9.2%	749
Serve food or beverages	16,890	9.1%	737
Maintain records of sales or other business transactions	22,810	9.1%	735
Supervise employees	23,990	8.9%	720
Cook foods	16,780	8.9%	717
Collect deposits, payments or fees	28,960	8.6%	699
Answer customer questions about goods or services	21,280	8.5%	685
Explain technical product or service information to customers	21,540	8.4%	678
Administer basic health care or medical treatments	19,750	8.0%	648
Prepare documentation for contracts, transactions, or regulatory compliance	29,160	8.0%	645
Process customer bills or payments	14,610	7.8%	634
Record operational or production data	20,750	7.8%	633
Clean food service areas	13,620	7.6%	612
Arrange tables or dining areas	13,040	7.4%	603
Prepare financial documents, reports, or budgets	20,790	7.4%	599
Process sales or other transactions	16,650	7.4%	598
Execute sales or other financial transactions	26,900	7.1%	575
Reconcile records of sales or other financial transactions	18,010	7.1%	572
Communicate with customers to resolve complaints or ensure satisfaction	12,610	7.0%	563
Provide information to coworkers	19,520	6.7%	545
Collect dirty dishes or other tableware	11,930	6.7%	544
Take customer orders	11,710	6.6%	534
Respond to customer problems or complaints	18,870	6.5%	530
Prepare hot or cold beverages	11,920	6.5%	525
Prepare sales or other contracts	18,010	6.3%	512
Explain regulations, policies, or procedures	19,150	6.3%	509
Communicate dining or order details to kitchen personnel	11,120	6.2%	501
Maintain inventories of materials, equipment, or products	17,690	6.1%	498
Prepare foods for cooking or serving	11,250	6.1%	490
Clean tableware	11,610	6.0%	482
Recommend products or services to customers	16,520	5.9%	481
Arrange food for serving	11,490	5.7%	462
Maintain financial or account records	17,090	5.7%	458
Arrange delivery of goods or services	15,770	5.7%	458
Advise customers on the use of products or services	14,750	5.7%	458
Estimate costs or terms of sales	14,720	5.6%	454
Train personnel	21,210	5.6%	453
Develop organizational policies or programs	19,860	5.6%	452
Advise others on business or operational matters	14,730	5.5%	448
Purchase stocks of merchandise or supplies	14,270	5.2%	425
Set up merchandise displays	13,770	5.2%	425
Gather customer or product information to determine customer needs	14,240	5.2%	421
Schedule appointments	17,280	5.2%	419
Compile data or documentation	19,380	5.1%	410

**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/](http://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 Chester Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	219,860	78.1%	6,328
Data base user interface and query software	204,940	73.5%	5,955
Word processing software	199,920	69.0%	5,592
Personal computers	186,330	66.5%	5,387
Office suite software	182,610	65.3%	5,285
Desktop computers	183,630	65.2%	5,281
Electronic mail software	164,570	55.6%	4,499
Notebook computers	160,840	54.8%	4,442
Internet browser software	146,240	49.0%	3,966
Presentation software	140,690	47.3%	3,830
Enterprise resource planning ERP software	119,560	41.0%	3,321
Project management software	111,960	36.2%	2,934
Accounting software	103,090	35.2%	2,854
Calendar and scheduling software	97,180	33.5%	2,713
Operating system software	81,580	29.2%	2,364
Scanners	89,990	28.9%	2,341
Personal digital assistant PDAs or organizers	78,770	28.9%	2,337
Graphics or photo imaging software	83,980	28.3%	2,290
Analytical or scientific software	80,180	28.2%	2,287
Photocopiers	79,710	26.9%	2,178
Document management software	83,380	26.5%	2,147
Laser printers	73,440	25.8%	2,086
Medical software	66,720	24.9%	2,020
Point of sale POS software	52,000	23.3%	1,887
Desktop publishing software	69,970	22.0%	1,784
Development environment software	57,710	21.3%	1,728
Human resources software	61,670	21.2%	1,715
Laser fax machine	63,190	20.7%	1,678
Cash registers	45,010	20.7%	1,678
Screwdrivers	57,200	19.8%	1,604
Customer relationship management CRM software	62,140	19.6%	1,590
Data base reporting software	56,430	18.5%	1,498
Financial analysis software	52,550	18.3%	1,481
Computer aided design CAD software	51,720	18.1%	1,469
Special purpose telephones	56,300	18.0%	1,460
Tablet computers	48,860	17.6%	1,426
Information retrieval or search software	52,990	17.2%	1,396
Desktop calculator	46,930	17.0%	1,375
Magnetic stripe readers and encoders	36,380	17.0%	1,375
Bar code reader equipment	37,110	16.9%	1,365
Inventory management software	46,710	16.5%	1,335
Time accounting software	50,400	15.9%	1,288
Point of sale POS terminal	33,920	15.9%	1,288
Enterprise application integration software	47,990	15.5%	1,254
Adjustable wrenches	41,680	14.4%	1,167
Tape measures	39,600	14.1%	1,143
Ladders	39,640	13.8%	1,115
Forklifts	40,300	13.6%	1,102
Digital cameras	44,500	13.5%	1,097
Object or component oriented development software	36,920	13.2%	1,072

**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

For the entire list of job skills and further job skills information go to the following link:  
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