

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

Top 50 Detailed Work Activities, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Sell products or services	30,160	14.2%	1,002
Calculate costs of goods or services	30,570	14.0%	988
Order materials, supplies, or equipment	32,050	13.3%	936
Monitor inventories of products or materials	28,410	11.1%	778
Clean work areas	22,230	10.9%	767
Clean food preparation areas, facilities, or equipment	17,530	10.8%	760
Greet customers, patrons, or visitors	25,680	10.6%	745
Maintain records of sales or other business transactions	22,080	10.4%	730
Answer customer questions about goods or services	20,470	9.7%	683
Administer basic health care or medical treatments	21,620	9.5%	666
Serve food or beverages	15,220	9.5%	666
Explain technical product or service information to customers	19,230	9.2%	649
Cook foods	15,260	9.1%	638
Process customer bills or payments	14,490	8.8%	616
Process sales or other transactions	16,780	8.7%	613
Reconcile records of sales or other financial transactions	18,090	8.7%	609
Clean food service areas	13,190	8.4%	593
Collect deposits, payments or fees	26,010	8.3%	587
Arrange tables or dining areas	12,570	8.3%	584
Collect dirty dishes or other tableware	12,670	8.2%	574
Prepare documentation for contracts, transactions, or regulatory compliance	26,930	8.1%	570
Communicate with customers to resolve complaints or ensure satisfaction	12,150	7.7%	543
Prepare hot or cold beverages	12,080	7.6%	532
Communicate dining or order details to kitchen personnel	11,560	7.3%	513
Record operational or production data	16,870	7.2%	509
Provide information to coworkers	19,930	7.0%	494
Supervise employees	17,770	6.9%	485
Take customer orders	10,570	6.9%	484
Clean tableware	11,710	6.7%	471
Explain regulations, policies, or procedures	18,540	6.7%	470
Arrange food for serving	11,490	6.6%	465
Execute sales or other financial transactions	22,970	6.6%	464
Collect biological specimens from patients	14,280	6.6%	464
Move equipment, supplies or food to required locations	11,030	6.4%	451
Maintain financial or account records	16,240	6.2%	434
Prepare foods for cooking or serving	9,890	6.0%	425
Record patient medical histories	13,360	5.9%	413
Prepare sales or other contracts	14,040	5.8%	411
Respond to customer problems or complaints	16,180	5.8%	407
Compile data or documentation	19,240	5.7%	404
Collaborate with healthcare professionals to plan or provide treatment	12,620	5.7%	402
Prepare financial documents, reports, or budgets	15,280	5.6%	395
Advise customers on the use of products or services	12,420	5.6%	392
Purchase stocks of merchandise or supplies	13,140	5.5%	388
Stock serving stations or dining areas with food or supplies	8,540	5.5%	387
Arrange delivery of goods or services	12,870	5.5%	384
Maintain inventories of materials, equipment, or products	14,850	5.4%	383
Set up merchandise displays	12,710	5.4%	383
Operate cash registers	9,150	5.4%	383
Recommend products or services to customers	12,490	5.3%	375

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 Delaware Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	189,700	73.9%	5,200
Data base user interface and query software	174,660	69.0%	4,855
Personal computers	172,320	66.9%	4,709
Word processing software	175,900	65.5%	4,612
Desktop computers	159,660	62.2%	4,379
Office suite software	155,990	60.9%	4,287
Notebook computers	138,260	51.1%	3,598
Electronic mail software	137,790	50.4%	3,546
Internet browser software	129,220	47.1%	3,314
Presentation software	111,960	40.1%	2,822
Accounting software	93,460	35.2%	2,477
Enterprise resource planning ERP software	87,330	32.1%	2,256
Calendar and scheduling software	85,430	31.5%	2,216
Project management software	86,300	29.8%	2,100
Laser printers	73,800	28.8%	2,028
Photocopiers	77,780	28.1%	1,977
Medical software	66,230	27.2%	1,915
Personal digital assistant PDAs or organizers	66,850	26.7%	1,876
Scanners	72,980	24.8%	1,748
Point of sale POS software	48,660	24.3%	1,710
Operating system software	60,340	23.6%	1,659
Cash registers	44,740	23.3%	1,638
Graphics or photo imaging software	60,810	21.5%	1,510
Laser fax machine	60,120	20.9%	1,472
Bar code reader equipment	38,690	20.2%	1,423
Analytical or scientific software	53,900	19.8%	1,397
Special purpose telephones	57,880	19.4%	1,366
Magnetic stripe readers and encoders	36,380	18.9%	1,331
Document management software	57,470	18.5%	1,302
Screwdrivers	47,340	18.0%	1,265
Desktop calculator	43,920	17.5%	1,235
Point of sale POS terminal	32,090	16.8%	1,184
Tablet computers	42,050	16.3%	1,144
Human resources software	44,020	15.6%	1,100
Desktop publishing software	48,180	15.5%	1,090
Customer relationship management CRM software	45,990	15.3%	1,079
Information retrieval or search software	44,720	15.2%	1,068
Inventory management software	39,420	15.1%	1,062
Ladders	38,510	15.0%	1,054
Adjustable wrenches	35,850	14.0%	987
Time accounting software	40,380	14.0%	983
Tape measures	33,230	13.5%	952
Forklifts	35,990	13.3%	939
Development environment software	34,170	13.3%	938
Hammers	32,980	13.2%	931
Pocket calculator	35,390	13.0%	913
Adjustable widemouth pliers	33,000	12.9%	907
Touch screen monitors	24,690	12.0%	845
Digital cameras	36,530	12.0%	843
Computer aided design CAD software	32,380	11.9%	835

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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