

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

Top 50 Detailed Work Activities, 2014-2024

	2024 Employment	Percent of Annual Openings	Annual Openings
Calculate costs of goods or services	16,110	16.3%	520
Sell products or services	14,760	15.3%	486
Order materials, supplies, or equipment	15,680	14.5%	462
Clean work areas	12,120	12.7%	403
Greet customers, patrons, or visitors	12,720	12.4%	394
Monitor inventories of products or materials	13,480	12.2%	387
Maintain records of sales or other business transactions	10,370	11.0%	350
Record operational or production data	11,890	10.8%	343
Clean food preparation areas, facilities, or equipment	8,240	10.7%	341
Collect deposits, payments or fees	13,880	10.6%	339
Administer basic health care or medical treatments	10,630	10.6%	337
Answer customer questions about goods or services	9,930	10.6%	337
Explain technical product or service information to customers	9,190	10.1%	320
Serve food or beverages	7,680	10.1%	320
Reconcile records of sales or other financial transactions	9,160	9.7%	308
Prepare documentation for contracts, transactions, or regulatory compliance	13,470	9.5%	303
Process sales or other transactions	8,120	9.5%	301
Cook foods	7,440	9.5%	301
Clean food service areas	6,560	8.9%	283
Process customer bills or payments	6,790	8.9%	282
Arrange tables or dining areas	6,320	8.8%	281
Provide information to coworkers	10,310	8.8%	280
Execute sales or other financial transactions	11,310	7.9%	253
Collect dirty dishes or other tableware	5,740	7.9%	253
Maintain financial or account records	9,070	7.7%	245
Communicate with customers to resolve complaints or ensure satisfaction	5,770	7.6%	242
Prepare hot or cold beverages	5,640	7.5%	238
Collect biological specimens from patients	7,310	7.4%	237
Take customer orders	5,390	7.4%	235
Respond to customer problems or complaints	8,780	7.3%	233
Clean tableware	5,820	7.3%	232
Communicate dining or order details to kitchen personnel	5,210	7.1%	225
Explain regulations, policies, or procedures	8,150	6.9%	219
Set up merchandise displays	6,880	6.7%	213
Load shipments, belongings, or materials	7,330	6.7%	212
Prepare sales or other contracts	6,780	6.6%	211
Purchase stocks of merchandise or supplies	6,830	6.6%	210
Compile data or documentation	9,280	6.5%	207
Recommend products or services to customers	6,460	6.5%	206
Advise customers on the use of products or services	6,260	6.3%	202
Arrange delivery of goods or services	6,250	6.3%	201
Record patient medical histories	6,120	6.3%	201
Estimate costs or terms of sales	6,140	6.3%	200
Prepare foods for cooking or serving	4,860	6.3%	200
Train personnel	9,140	6.3%	199
Collaborate with healthcare professionals to plan or provide treatment	5,870	6.1%	195
Arrange food for serving	5,080	6.1%	195
Stock serving stations or dining areas with food or supplies	4,180	6.1%	193
Gather customer or product information to determine customer needs	5,730	5.9%	188
Move equipment, supplies or food to required locations	4,770	5.9%	188

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 Lackawanna Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024

	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	85,630	76.1%	2,424
Data base user interface and query software	79,500	71.0%	2,261
Personal computers	75,860	67.7%	2,154
Word processing software	74,520	64.0%	2,038
Office suite software	69,540	62.3%	1,983
Desktop computers	67,340	59.7%	1,901
Electronic mail software	58,910	49.8%	1,587
Notebook computers	55,850	46.9%	1,493
Internet browser software	52,020	43.5%	1,385
Presentation software	45,990	37.8%	1,204
Accounting software	41,270	35.5%	1,129
Enterprise resource planning ERP software	40,050	33.8%	1,075
Calendar and scheduling software	38,070	32.5%	1,036
Medical software	30,290	28.3%	901
Laser printers	31,560	28.1%	894
Project management software	34,550	27.5%	875
Point of sale POS software	25,200	27.2%	865
Personal digital assistant PDAs or organizers	28,490	26.2%	834
Scanners	33,610	26.1%	832
Photocopiers	31,840	26.1%	830
Cash registers	23,600	26.1%	830
Operating system software	28,250	25.8%	823
Laser fax machine	27,480	22.1%	705
Screwdrivers	24,100	21.6%	688
Bar code reader equipment	19,570	21.5%	686
Special purpose telephones	25,620	20.7%	658
Magnetic stripe readers and encoders	18,120	20.6%	657
Inventory management software	22,930	19.9%	634
Analytical or scientific software	23,270	19.8%	631
Graphics or photo imaging software	23,490	19.3%	614
Point of sale POS terminal	16,450	18.7%	594
Document management software	23,900	17.5%	556
Forklifts	19,730	17.2%	547
Adjustable wrenches	19,020	17.1%	543
Human resources software	20,460	17.0%	541
Ladders	17,860	16.3%	520
Desktop publishing software	21,360	16.2%	515
Desktop calculator	17,590	15.9%	507
Hammers	15,920	15.6%	498
Tablet computers	17,380	15.5%	494
Tape measures	16,520	15.4%	490
Time accounting software	19,670	15.0%	477
Hand trucks or accessories	15,860	14.8%	471
Customer relationship management CRM software	19,110	14.3%	455
Adjustable widemouth pliers	15,470	14.1%	450
Hoists	15,130	14.1%	448
Information retrieval or search software	17,070	13.6%	433
Pocket calculator	14,960	13.4%	426
Development environment software	13,730	12.7%	405
Belt conveyors	11,580	12.7%	404

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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