

Top Job Skills by Projected Employment and Openings Lancaster 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	41,790	15.7%	1,246
Sell products or services	35,260	14.7%	1,170
Calculate costs of goods or services	35,230	14.5%	1,150
Clean work areas	32,250	13.3%	1,053
Record operational or production data	35,870	13.0%	1,032
Greet customers, patrons, or visitors	29,050	11.4%	909
Monitor inventories of products or materials	30,770	11.4%	903
Clean food preparation areas, facilities, or equipment	19,690	10.5%	832
Maintain records of sales or other business transactions	24,340	10.4%	824
Answer customer questions about goods or services	23,200	10.0%	792
Serve food or beverages	18,150	9.8%	775
Explain technical product or service information to customers	22,180	9.6%	764
Cook foods	18,400	9.6%	764
Process customer bills or payments	16,920	9.0%	716
Administer basic health care or medical treatments	20,530	8.9%	704
Reconcile records of sales or other financial transactions	20,790	8.7%	693
Process sales or other transactions	18,490	8.6%	686
Collect deposits, payments or fees	27,530	8.3%	659
Clean food service areas	14,500	8.2%	648
Arrange tables or dining areas	13,370	7.9%	626
Prepare documentation for contracts, transactions, or regulatory compliance	27,390	7.5%	593
Prepare foods for cooking or serving	13,830	7.2%	568
Collect dirty dishes or other tableware	12,100	7.1%	564
Prepare hot or cold beverages	13,110	7.1%	562
Clean tableware	13,400	7.0%	556
Communicate with customers to resolve complaints or ensure satisfaction	12,540	6.9%	550
Take customer orders	12,070	6.9%	545
Provide information to coworkers	19,750	6.7%	536
Prepare sales or other contracts	17,020	6.7%	529
Stock serving stations or dining areas with food or supplies	11,570	6.6%	526
Maintain inventories of materials, equipment, or products	19,150	6.6%	523
Set up merchandise displays	16,300	6.5%	518
Collect biological specimens from patients	14,400	6.5%	513
Purchase stocks of merchandise or supplies	16,380	6.4%	511
Recommend products or services to customers	15,980	6.4%	510
Communicate dining or order details to kitchen personnel	11,090	6.4%	508
Arrange delivery of goods or services	15,600	6.3%	497
Estimate costs or terms of sales	15,070	6.2%	493
Advise customers on the use of products or services	14,940	6.2%	493
Load shipments, belongings, or materials	16,690	6.0%	477
Maintain financial or account records	17,440	5.9%	472
Arrange food for serving	12,030	5.9%	472
Operate cranes, hoists, or other moving or lifting equipment	14,850	5.8%	461
Execute sales or other financial transactions	21,630	5.8%	460
Supervise employees	16,100	5.7%	455
Demonstrate products to consumers	13,610	5.7%	453
Gather customer or product information to determine customer needs	13,950	5.7%	450
Compile data or documentation	19,830	5.6%	444
Respond to customer problems or complaints	16,790	5.6%	443
Apply bandages, dressings, or splints	11,840	5.5%	435

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

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Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	213,350	76.7%	6,093
Data base user interface and query software	197,500	72.1%	5,727
Personal computers	187,170	68.1%	5,411
Word processing software	185,960	65.1%	5,169
Desktop computers	168,160	60.8%	4,831
Office suite software	168,690	60.8%	4,830
Notebook computers	142,660	48.7%	3,870
Electronic mail software	138,890	47.4%	3,768
Internet browser software	128,760	43.6%	3,465
Presentation software	107,590	35.8%	2,844
Enterprise resource planning ERP software	100,810	35.0%	2,777
Accounting software	98,210	34.4%	2,735
Calendar and scheduling software	86,710	30.4%	2,415
Project management software	88,190	28.1%	2,235
Laser printers	73,910	26.6%	2,114
Screwdrivers	73,500	26.1%	2,072
Personal digital assistant PDAs or organizers	69,180	25.5%	2,028
Operating system software	67,650	25.0%	1,985
Scanners	78,050	24.5%	1,944
Point of sale POS software	53,080	24.2%	1,924
Medical software	62,380	24.1%	1,911
Cash registers	49,910	23.2%	1,841
Forklifts	65,090	22.6%	1,795
Photocopiers	66,160	22.4%	1,780
Tape measures	57,990	20.9%	1,663
Bar code reader equipment	45,820	20.6%	1,634
Inventory management software	57,830	20.3%	1,616
Adjustable wrenches	56,410	20.2%	1,603
Graphics or photo imaging software	59,310	19.7%	1,564
Ladders	54,350	19.5%	1,547
Analytical or scientific software	56,700	19.4%	1,540
Magnetic stripe readers and encoders	40,610	19.2%	1,525
Power saws	55,250	19.1%	1,520
Hammers	48,980	18.6%	1,478
Point of sale POS terminal	38,670	18.2%	1,446
Laser fax machine	54,450	17.4%	1,386
Hoists	46,500	17.2%	1,368
Computer aided design CAD software	49,600	17.2%	1,364
Hand trucks or accessories	44,930	16.5%	1,314
Document management software	55,640	16.4%	1,304
Special purpose telephones	49,520	16.4%	1,301
Adjustable widemouth pliers	43,840	16.0%	1,270
Power drills	46,410	15.7%	1,251
Desktop publishing software	48,730	15.2%	1,209
Human resources software	43,790	14.9%	1,181
Tablet computers	40,580	14.5%	1,153
Desktop calculator	39,240	14.5%	1,148
Utility knives	41,020	14.0%	1,116
Customer relationship management CRM software	44,800	13.5%	1,070
Pocket calculator	38,080	13.3%	1,058

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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