

Top Job Skills by Projected Employment and Openings Lehigh Valley 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	48,050	15.1%	1,406
Calculate costs of goods or services	41,460	14.5%	1,350
Sell products or services	39,280	13.8%	1,286
Record operational or production data	39,170	12.8%	1,190
Clean work areas	34,200	12.2%	1,138
Greet customers, patrons, or visitors	32,390	10.5%	980
Monitor inventories of products or materials	34,390	10.3%	961
Clean food preparation areas, facilities, or equipment	22,740	9.8%	914
Maintain records of sales or other business transactions	26,680	9.5%	884
Serve food or beverages	21,570	9.4%	875
Cook foods	21,830	9.3%	866
Collect deposits, payments or fees	35,570	9.3%	864
Administer basic health care or medical treatments	27,880	9.3%	863
Answer customer questions about goods or services	25,420	9.1%	851
Explain technical product or service information to customers	24,000	8.7%	814
Prepare documentation for contracts, transactions, or regulatory compliance	35,690	8.5%	795
Process customer bills or payments	19,470	8.5%	789
Reconcile records of sales or other financial transactions	22,650	8.1%	755
Process sales or other transactions	20,420	8.0%	749
Provide information to coworkers	27,620	8.0%	745
Clean food service areas	17,740	8.0%	744
Arrange tables or dining areas	16,770	7.8%	730
Collect biological specimens from patients	21,590	7.3%	680
Communicate with customers to resolve complaints or ensure satisfaction	16,280	7.2%	673
Load shipments, belongings, or materials	21,890	7.1%	658
Execute sales or other financial transactions	29,130	7.0%	656
Maintain inventories of materials, equipment, or products	22,670	7.0%	649
Take customer orders	15,020	6.9%	643
Collect dirty dishes or other tableware	15,000	6.9%	643
Maintain financial or account records	23,280	6.9%	640
Prepare hot or cold beverages	15,540	6.9%	639
Clean tableware	16,310	6.8%	635
Operate cranes, hoists, or other moving or lifting equipment	19,660	6.5%	609
Respond to customer problems or complaints	22,980	6.5%	608
Communicate dining or order details to kitchen personnel	14,230	6.5%	602
Prepare foods for cooking or serving	14,730	6.4%	595
Explain regulations, policies, or procedures	22,140	6.4%	592
Record patient medical histories	18,910	6.1%	569
Secure cargo	17,750	6.1%	564
Supervise employees	20,350	6.0%	563
Move materials, equipment, or supplies	16,640	6.0%	560
Operate vehicles or material-moving equipment	20,040	5.9%	554
Compile data or documentation	25,030	5.8%	541
Collaborate with healthcare professionals to plan or provide treatment	17,270	5.8%	540
Arrange food for serving	14,280	5.7%	528
Prepare sales or other contracts	17,440	5.6%	518
Operate diagnostic or therapeutic medical instruments or equipment	16,200	5.5%	511
Supervise patient care personnel	15,860	5.4%	506
Stock serving stations or dining areas with food or supplies	11,360	5.4%	505
Advise customers on the use of products or services	16,000	5.4%	504

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 Lehigh Valley Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	266,100	80.3%	7,481
Data base user interface and query software	247,030	75.5%	7,033
Personal computers	235,660	71.4%	6,650
Word processing software	234,130	68.3%	6,365
Office suite software	218,050	66.2%	6,173
Desktop computers	208,960	63.1%	5,880
Electronic mail software	182,280	52.3%	4,877
Notebook computers	179,180	51.1%	4,765
Internet browser software	161,640	46.1%	4,299
Presentation software	142,430	40.0%	3,723
Enterprise resource planning ERP software	127,160	37.4%	3,488
Accounting software	115,350	33.8%	3,149
Calendar and scheduling software	109,360	31.6%	2,941
Laser printers	99,160	29.9%	2,790
Project management software	109,300	29.6%	2,763
Scanners	102,090	27.7%	2,578
Personal digital assistant PDAs or organizers	87,720	27.1%	2,526
Medical software	85,500	26.6%	2,476
Photocopiers	94,440	26.5%	2,472
Operating system software	79,100	24.5%	2,284
Point of sale POS software	65,710	24.3%	2,269
Screwdrivers	75,860	23.3%	2,170
Cash registers	60,250	23.1%	2,152
Analytical or scientific software	74,580	21.5%	2,001
Inventory management software	69,330	21.2%	1,972
Graphics or photo imaging software	76,610	21.1%	1,964
Laser fax machine	78,060	21.0%	1,956
Forklifts	67,800	20.8%	1,940
Bar code reader equipment	54,210	20.3%	1,888
Special purpose telephones	71,990	19.5%	1,813
Magnetic stripe readers and encoders	47,250	18.3%	1,710
Document management software	71,110	18.1%	1,685
Adjustable wrenches	57,100	17.3%	1,608
Ladders	56,500	17.2%	1,606
Computer aided design CAD software	55,790	16.9%	1,579
Tape measures	53,940	16.8%	1,568
Desktop publishing software	63,990	16.6%	1,543
Point of sale POS terminal	42,830	16.5%	1,536
Hoists	49,860	16.0%	1,494
Human resources software	56,620	15.9%	1,480
Power saws	51,800	15.8%	1,475
Hammers	48,090	15.8%	1,469
Hand trucks or accessories	48,630	15.8%	1,468
Tablet computers	53,110	15.5%	1,447
Desktop calculator	49,480	15.0%	1,397
Time accounting software	54,790	14.7%	1,369
Customer relationship management CRM software	56,740	14.5%	1,348
Information retrieval or search software	52,050	13.9%	1,295
Development environment software	45,060	13.7%	1,279
Adjustable widemouth pliers	44,680	13.3%	1,239

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:
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