

# Top Job Skills by Projected Employment and Openings Montgomery 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	77,650	16.1%	2,440
Sell products or services	72,940	15.2%	2,304
Order materials, supplies, or equipment	72,710	14.0%	2,117
Monitor inventories of products or materials	68,980	13.0%	1,963
Clean work areas	52,280	11.7%	1,771
Greet customers, patrons, or visitors	59,950	11.5%	1,744
Maintain records of sales or other business transactions	53,430	11.2%	1,692
Explain technical product or service information to customers	49,720	10.4%	1,575
Answer customer questions about goods or services	48,940	10.4%	1,573
Process sales or other transactions	41,600	9.5%	1,446
Collect deposits, payments or fees	61,430	9.5%	1,437
Reconcile records of sales or other financial transactions	44,270	9.4%	1,421
Prepare documentation for contracts, transactions, or regulatory compliance	62,390	8.9%	1,344
Clean food preparation areas, facilities, or equipment	30,120	8.7%	1,322
Serve food or beverages	28,390	8.3%	1,257
Supervise employees	44,260	8.2%	1,250
Provide information to coworkers	47,720	8.2%	1,238
Prepare sales or other contracts	41,890	7.9%	1,202
Cook foods	27,190	7.8%	1,180
Administer basic health care or medical treatments	38,270	7.7%	1,170
Process customer bills or payments	25,580	7.7%	1,169
Record operational or production data	37,320	7.5%	1,138
Execute sales or other financial transactions	53,210	7.4%	1,128
Arrange delivery of goods or services	38,440	7.4%	1,127
Estimate costs or terms of sales	37,210	7.4%	1,123
Recommend products or services to customers	37,340	7.3%	1,112
Communicate with customers to resolve complaints or ensure satisfaction	23,750	7.3%	1,106
Arrange tables or dining areas	23,620	7.3%	1,103
Clean food service areas	24,110	7.2%	1,097
Advise customers on the use of products or services	35,040	7.2%	1,091
Explain regulations, policies, or procedures	41,490	7.2%	1,085
Purchase stocks of merchandise or supplies	35,450	7.0%	1,060
Maintain financial or account records	39,700	6.9%	1,051
Set up merchandise displays	34,130	6.9%	1,050
Gather customer or product information to determine customer needs	35,120	6.9%	1,048
Take customer orders	21,550	6.8%	1,026
Respond to customer problems or complaints	38,490	6.6%	1,006
Prepare financial documents, reports, or budgets	38,930	6.5%	984
Demonstrate products to consumers	31,460	6.5%	982
Compile data or documentation	45,840	6.5%	978
Collect dirty dishes or other tableware	20,130	6.2%	942
Communicate dining or order details to kitchen personnel	19,740	6.2%	942
Prepare hot or cold beverages	20,760	6.1%	928
Prepare foods for cooking or serving	19,640	5.8%	877
Collect biological specimens from patients	27,670	5.7%	869
Monitor work areas to provide security	26,300	5.7%	867
Train personnel	40,250	5.4%	823
Confer with coworkers to coordinate work activities	32,790	5.3%	803
Clean tableware	19,190	5.3%	803
Develop organizational policies or programs	36,900	5.2%	781

**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 Montgomery Workforce Development Area, 2014-2024

## Top 50 Tools & Technologies, 2014-2024

	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	446,100	81.0%	12,271
Data base user interface and query software	414,350	76.1%	11,539
Word processing software	410,230	72.3%	10,952
Personal computers	393,410	71.6%	10,852
Desktop computers	371,670	68.0%	10,308
Office suite software	368,010	67.2%	10,188
Electronic mail software	325,930	56.6%	8,583
Notebook computers	321,180	55.3%	8,384
Internet browser software	293,740	50.5%	7,648
Presentation software	285,810	49.1%	7,440
Enterprise resource planning ERP software	239,200	42.2%	6,402
Project management software	219,720	36.8%	5,580
Accounting software	217,870	38.3%	5,805
Calendar and scheduling software	190,690	33.2%	5,026
Scanners	182,810	29.7%	4,503
Graphics or photo imaging software	173,140	30.0%	4,546
Photocopiers	163,100	27.3%	4,142
Document management software	162,080	26.0%	3,935
Laser printers	157,690	28.6%	4,334
Personal digital assistant PDAs or organizers	156,520	29.4%	4,453
Operating system software	154,870	29.3%	4,439
Analytical or scientific software	153,910	27.5%	4,173
Medical software	139,800	26.6%	4,036
Desktop publishing software	136,620	21.6%	3,276
Laser fax machine	135,140	21.8%	3,305
Special purpose telephones	125,930	20.2%	3,058
Human resources software	123,350	21.8%	3,303
Customer relationship management CRM software	118,820	18.5%	2,798
Screwdrivers	118,390	21.7%	3,295
Development environment software	114,200	21.8%	3,302
Point of sale POS software	107,100	25.0%	3,786
Data base reporting software	102,860	17.3%	2,618
Tablet computers	100,870	18.2%	2,755
Information retrieval or search software	100,680	16.7%	2,523
Financial analysis software	98,740	17.1%	2,597
Cash registers	98,380	23.6%	3,583
Time accounting software	97,790	15.8%	2,391
Computer aided design CAD software	93,750	17.0%	2,572
Desktop calculator	92,730	17.1%	2,595
Inventory management software	92,460	16.7%	2,534
Adjustable wrenches	88,160	16.5%	2,507
Ladders	86,640	16.4%	2,478
Bar code reader equipment	85,030	20.0%	3,031
Enterprise application integration software	82,560	13.3%	2,013
Tape measures	82,060	16.2%	2,449
Forklifts	81,120	14.5%	2,199
Magnetic stripe readers and encoders	80,770	19.0%	2,881
Digital cameras	80,000	12.7%	1,920
Adjustable widemouth pliers	76,160	14.3%	2,172
Hammers	71,650	14.3%	2,163

**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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