

## Top Job Skills by Projected Employment and Demand North Central Workforce Development Area, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Record operational or production data.	13,140	15.4%	1,628
Clean work areas.	10,940	14.0%	1,484
Answer telephones to direct calls or provide information.	9,590	12.1%	1,281
Order materials, supplies, or equipment.	10,540	11.7%	1,243
Greet customers, patrons, or visitors.	8,230	11.1%	1,180
Calculate costs of goods or services.	7,590	10.6%	1,121
Sell products or services.	7,270	9.8%	1,042
Answer customer questions about goods or services.	5,930	8.5%	896
Clean production equipment.	7,410	8.3%	881
Disassemble equipment for maintenance or repair.	7,940	8.2%	871
Maintain records of sales or other business transactions.	5,700	8.2%	868
Collect deposits, payments or fees.	7,440	8.1%	860
Reconcile records of sales or other financial transactions.	5,430	8.0%	846
Monitor inventories of products or materials.	6,670	7.7%	813
Prepare documentation for contracts, transactions, or regulatory compliance.	7,090	7.5%	790
Execute sales or other financial transactions.	6,510	7.1%	748
Explain technical product or service information to customers.	4,540	7.0%	742
Process sales or other transactions.	4,410	6.9%	730
Prepare foods for cooking or serving.	4,390	6.8%	722
Load shipments, belongings, or materials.	5,720	6.6%	695
Measure dimensions of completed products to verify specifications.	6,210	6.3%	665
Package materials or products.	5,060	6.0%	635
Operate grinding equipment.	5,620	5.9%	628
Respond to customer problems or complaints.	5,430	5.9%	628
Operate cranes, hoists, or other moving or lifting equipment.	5,350	5.8%	615
Develop organizational policies or programs.	6,410	5.8%	614
Repair production equipment or tools.	5,010	5.7%	606
Send information, materials or documentation.	5,210	5.7%	603
Prepare employee work schedules.	5,290	5.7%	599
Review blueprints or other instructions to determine operational methods.	5,690	5.6%	598
Cook foods.	3,590	5.6%	597
Operate office equipment.	5,330	5.6%	597
Schedule appointments.	5,220	5.6%	595
Serve food or beverages.	3,560	5.6%	594
Secure cargo.	4,800	5.5%	587
Lubricate production equipment.	4,760	5.5%	586
Clean food preparation areas, facilities, or equipment.	3,560	5.4%	576
Move materials, equipment, or supplies.	4,310	5.4%	576
Provide customers with general information or assistance.	3,030	5.4%	574
Supervise clerical or administrative personnel.	5,030	5.4%	572
Search files, databases or reference materials to obtain needed information.	5,030	5.3%	563
Dispose of trash or waste materials.	4,440	5.2%	556
Train sales personnel.	3,520	5.2%	553
Compile data or documentation.	4,900	5.2%	547
Operate communications equipment or systems.	4,900	5.2%	546
Train personnel.	5,000	5.2%	546
Monitor sales activities.	3,440	5.1%	545
Supervise sales or support personnel.	3,440	5.1%	545
Mount materials or workpieces onto production equipment.	4,940	5.1%	535
Load materials into production equipment.	4,270	5.0%	533

**Detailed Work Activity** - types of specific job behaviors or duties particular to an occupation.

Data are ranked by percent of annual demand where employment change was positive between 2018 and 2028.

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, 2018-2028

U.S. Department of Labor's Occupational Information Network (O\*NET) Database



## Top Job Skills by Projected Employment and Demand North Central Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	62,090	64.9%	6,876
Office suite software	59,500	61.9%	6,554
Data base user interface and query software	54,990	58.4%	6,185
Word processing software	55,240	55.7%	5,898
Personal computers	53,490	55.6%	5,884
Electronic mail software	49,940	50.0%	5,299
Desktop computers	45,830	47.2%	4,996
Operating system software	38,870	41.2%	4,362
Enterprise resource planning ERP software	40,160	40.2%	4,258
Presentation software	35,960	35.4%	3,751
Internet browser software	35,280	34.1%	3,613
Notebook computers	34,530	32.3%	3,424
Project management software	31,680	30.6%	3,245
Accounting software	25,190	27.3%	2,893
Forklifts	22,940	24.6%	2,609
Screwdrivers	22,480	24.2%	2,564
Web page creation and editing software	22,030	23.6%	2,504
Analytical or scientific software	25,410	22.9%	2,424
Computer aided design CAD software	21,910	22.4%	2,377
Document management software	21,350	22.1%	2,342
Desktop publishing software	19,930	22.1%	2,338
Medical software	21,450	21.6%	2,292
Graphics or photo imaging software	21,260	21.5%	2,272
Inventory management software	20,650	21.5%	2,272
Calendar and scheduling software	22,460	21.0%	2,222
Scanners	21,200	20.9%	2,218
Adjustable wrenches	19,350	20.8%	2,206
Video creation and editing software	21,070	20.6%	2,177
Laser printers	19,920	20.1%	2,132
Power saws	17,600	18.6%	1,967
Human resources software	18,620	18.4%	1,946
Time accounting software	18,970	18.2%	1,930
Bar code reader equipment	14,010	17.8%	1,887
Hoists	16,800	17.7%	1,872
Ladders	15,780	17.6%	1,861
Video conferencing software	17,450	17.2%	1,821
Point of sale POS software	12,890	17.2%	1,818
Customer relationship management CRM software	16,510	17.1%	1,815
Power drills	16,160	16.5%	1,746
Desktop communications software	15,650	16.3%	1,731
Laser fax machine	16,530	16.2%	1,721
Instant messaging software	13,960	16.0%	1,696
Adjustable widemouth pliers	14,470	15.5%	1,647
Industrial control software	15,470	15.2%	1,613
Tape measures	14,440	15.2%	1,606
Hand trucks or accessories	13,750	15.1%	1,603
Hammers	13,890	15.1%	1,599
Personal digital assistant PDAs or organizers	15,680	15.1%	1,597
Two way radios	14,590	14.8%	1,566
Air compressors	14,200	14.5%	1,537

**Tools & Technologies** - Machines, equipment, tools, and information technologies that one could be expected to use in a particular occupation.

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