

Top Job Skills by Projected Employment and Demand Northern Tier Workforce Development Area, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	7,360	13.9%	1,042
Answer telephones to direct calls or provide information.	6,860	12.5%	941
Greet customers, patrons, or visitors.	6,020	11.9%	891
Calculate costs of goods or services.	5,720	11.5%	866
Sell products or services.	5,550	10.8%	808
Order materials, supplies, or equipment.	6,850	10.7%	803
Record operational or production data.	6,370	10.6%	799
Answer customer questions about goods or services.	5,230	10.4%	779
Maintain records of sales or other business transactions.	5,060	10.1%	756
Explain technical product or service information to customers.	4,620	9.5%	714
Process sales or other transactions.	4,170	8.9%	669
Reconcile records of sales or other financial transactions.	4,120	8.8%	662
Monitor inventories of products or materials.	5,010	8.1%	611
Collect deposits, payments or fees.	4,900	7.6%	568
Provide customers with general information or assistance.	2,870	7.3%	545
Prepare documentation for contracts, transactions, or regulatory compliance.	4,790	7.1%	531
Execute sales or other financial transactions.	4,520	7.0%	526
Supervise employees.	5,440	6.9%	519
Maintain operational records.	4,890	6.8%	512
Develop organizational policies or programs.	5,210	6.7%	501
Monitor sales activities.	2,980	6.4%	478
Train sales personnel.	2,950	6.3%	474
Supervise sales or support personnel.	2,920	6.3%	472
Load shipments, belongings, or materials.	3,860	6.3%	471
Stock products or parts.	2,830	6.2%	467
Develop marketing plans or strategies.	4,590	6.0%	450
Secure cargo.	3,600	5.9%	442
Send information, materials or documentation.	3,820	5.8%	436
Operate communications equipment or systems.	3,800	5.8%	433
Connect cables or electrical lines.	3,420	5.6%	421
Monitor cargo area conditions.	3,420	5.6%	421
Package materials or products.	3,420	5.6%	421
Review work orders or schedules to determine operations or procedures.	3,420	5.6%	421
Serve food or beverages.	2,430	5.3%	399
Set up merchandise displays.	3,130	5.3%	399
Hire personnel.	4,200	5.2%	393
Operate office equipment.	3,480	5.2%	393
Direct activities of agricultural, forestry, or fishery employees.	3,450	5.2%	389
Prepare employee work schedules.	3,330	5.2%	388
Conduct employee training programs.	4,140	5.2%	387
Cook foods.	2,350	5.1%	386
Prepare foods for cooking or serving.	2,350	5.1%	386
Search files, databases or reference materials to obtain needed information.	3,410	5.1%	385
Respond to customer problems or complaints.	3,250	5.1%	380
Schedule appointments.	3,350	5.1%	380
Evaluate quality of plants or crops.	3,360	5.0%	375
Determine resource needs.	3,890	5.0%	372
Issue money, credit, or vouchers.	1,970	4.9%	371
Disassemble equipment for maintenance or repair.	3,230	4.9%	370
Direct organizational operations, projects, or services.	3,920	4.9%	366

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/

Data Sources: CWIA Occupational Employment Projections, 2018-2028

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



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Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	39,200	58.9%	4,421
Office suite software	37,590	56.1%	4,213
Data base user interface and query software	36,020	54.4%	4,083
Word processing software	36,070	52.2%	3,918
Personal computers	34,450	51.4%	3,863
Desktop computers	30,890	45.9%	3,447
Electronic mail software	32,170	45.5%	3,419
Operating system software	24,330	37.3%	2,800
Enterprise resource planning ERP software	25,330	35.8%	2,691
Internet browser software	25,500	35.5%	2,663
Notebook computers	24,580	33.0%	2,478
Presentation software	23,820	32.6%	2,445
Project management software	21,950	30.1%	2,262
Accounting software	17,810	27.4%	2,061
Web page creation and editing software	16,030	24.1%	1,813
Forklifts	15,150	23.6%	1,770
Screwdrivers	14,910	23.5%	1,764
Analytical or scientific software	16,440	21.4%	1,606
Graphics or photo imaging software	15,300	21.3%	1,597
Bar code reader equipment	11,950	20.7%	1,557
Calendar and scheduling software	15,200	20.3%	1,526
Adjustable wrenches	13,030	20.2%	1,517
Document management software	13,520	19.7%	1,479
Laser printers	13,330	19.5%	1,462
Medical software	13,040	19.2%	1,445
Desktop publishing software	12,280	19.0%	1,428
Ladders	11,960	18.8%	1,411
Time accounting software	14,010	18.7%	1,407
Video creation and editing software	13,870	18.7%	1,402
Power saws	12,070	18.6%	1,397
Scanners	12,910	18.2%	1,365
Inventory management software	11,990	17.9%	1,346
Air compressors	11,930	17.9%	1,345
Adjustable widemouth pliers	11,190	17.3%	1,299
Point of sale POS software	8,830	17.2%	1,294
Computer aided design CAD software	11,520	17.1%	1,287
Power drills	11,200	16.8%	1,261
Desktop communications software	11,260	16.6%	1,250
Customer relationship management CRM software	10,750	15.9%	1,197
Video conferencing software	11,550	15.8%	1,190
Cash registers	7,660	15.8%	1,187
Instant messaging software	8,900	14.9%	1,116
Human resources software	10,750	14.7%	1,105
Laser fax machine	10,450	14.5%	1,086
Hand trucks or accessories	8,970	14.3%	1,075
Hammers	8,610	14.1%	1,060
Personal digital assistant PDAs or organizers	10,090	14.1%	1,060
Snowplow attachments	9,430	14.0%	1,055
Magnetic stripe readers and encoders	7,060	14.0%	1,054
Hoists	9,110	14.0%	1,051

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

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