

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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	25,470	13.5%	3,531
Order materials, supplies, or equipment.	28,200	13.2%	3,457
Calculate costs of goods or services.	21,950	12.1%	3,181
Answer telephones to direct calls or provide information.	22,490	11.5%	3,017
Greet customers, patrons, or visitors.	20,780	11.5%	3,016
Sell products or services.	20,780	11.5%	3,001
Record operational or production data.	22,820	11.4%	2,991
Answer customer questions about goods or services.	17,550	9.8%	2,557
Maintain records of sales or other business transactions.	17,510	9.7%	2,531
Explain technical product or service information to customers.	15,650	9.0%	2,346
Monitor inventories of products or materials.	19,180	8.8%	2,311
Collect deposits, payments or fees.	18,540	8.4%	2,190
Reconcile records of sales or other financial transactions.	14,070	8.3%	2,185
Prepare documentation for contracts, transactions, or regulatory compliance.	18,340	7.9%	2,075
Process sales or other transactions.	13,090	7.9%	2,072
Prepare foods for cooking or serving.	12,010	7.7%	2,016
Provide customers with general information or assistance.	9,870	7.2%	1,880
Execute sales or other financial transactions.	15,700	7.0%	1,832
Serve food or beverages.	10,290	6.7%	1,755
Clean food preparation areas, facilities, or equipment.	10,530	6.7%	1,752
Cook foods.	10,300	6.7%	1,750
Respond to customer problems or complaints.	14,480	6.5%	1,701
Set up merchandise displays.	12,570	6.2%	1,623
Disassemble equipment for maintenance or repair.	14,500	6.1%	1,610
Process customer bills or payments.	8,950	6.1%	1,608
Send information, materials or documentation.	13,970	6.1%	1,601
Schedule appointments.	13,710	6.1%	1,591
Clean production equipment.	12,810	6.0%	1,565
Compile data or documentation.	13,310	5.7%	1,490
Enforce rules or regulations.	9,080	5.6%	1,471
Stock serving stations or dining areas with food or supplies.	7,970	5.5%	1,433
Maintain inventories of materials, equipment, or products.	14,250	5.4%	1,406
Operate office equipment.	12,290	5.3%	1,385
Communicate with customers to resolve complaints or ensure satisfaction.	7,600	5.3%	1,382
Purchase stocks of merchandise or supplies.	10,740	5.2%	1,369
Prepare sales or other contracts.	10,510	5.1%	1,347
Monitor sales activities.	8,600	5.1%	1,345
Supervise sales or support personnel.	8,540	5.1%	1,339
Train sales personnel.	8,500	5.1%	1,336
Prepare employee work schedules.	11,310	4.9%	1,286
Supervise clerical or administrative personnel.	11,290	4.9%	1,281
Search files, databases or reference materials to obtain needed information.	11,250	4.8%	1,267
Advise customers on the use of products or services.	9,960	4.8%	1,266
Clean food service areas.	6,910	4.8%	1,266
Stock products or parts.	7,580	4.8%	1,245
Confer with coworkers to coordinate work activities.	11,360	4.7%	1,232
File documents or records.	10,280	4.6%	1,215
Arrange tables or dining areas.	6,650	4.6%	1,211
Recommend products or services to customers.	9,140	4.6%	1,203
Operate grinding equipment.	10,340	4.6%	1,202

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



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

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	152,950	65.7%	17,201
Office suite software	148,570	63.6%	16,660
Data base user interface and query software	136,250	59.2%	15,501
Word processing software	140,870	58.6%	15,337
Personal computers	128,480	54.3%	14,228
Desktop computers	120,980	51.4%	13,471
Electronic mail software	123,310	50.6%	13,248
Operating system software	91,150	39.9%	10,453
Internet browser software	97,100	39.1%	10,234
Presentation software	93,380	37.2%	9,738
Enterprise resource planning ERP software	89,590	36.6%	9,583
Notebook computers	94,140	36.5%	9,557
Project management software	81,850	32.5%	8,504
Accounting software	67,220	29.9%	7,829
Web page creation and editing software	61,500	27.8%	7,275
Desktop publishing software	54,180	24.4%	6,397
Calendar and scheduling software	59,620	23.6%	6,170
Document management software	55,970	23.5%	6,153
Medical software	56,630	23.2%	6,069
Graphics or photo imaging software	55,440	22.4%	5,877
Laser printers	54,840	22.1%	5,779
Video creation and editing software	54,660	21.5%	5,636
Screwdrivers	46,700	21.3%	5,578
Point of sale POS software	37,850	21.0%	5,503
Scanners	51,310	20.5%	5,374
Computer aided design CAD software	47,450	19.9%	5,224
Analytical or scientific software	55,010	19.8%	5,197
Video conferencing software	48,920	19.4%	5,072
Customer relationship management CRM software	44,980	19.1%	5,001
Cash registers	32,020	18.9%	4,944
Instant messaging software	38,960	18.6%	4,882
Human resources software	45,550	18.4%	4,828
Inventory management software	41,980	17.8%	4,664
Photocopiers	46,360	17.7%	4,645
Forklifts	38,930	17.5%	4,587
Adjustable wrenches	38,270	17.5%	4,571
Bar code reader equipment	30,690	16.8%	4,401
Laser fax machine	41,700	16.5%	4,326
Desktop communications software	38,820	16.2%	4,238
Ladders	34,380	16.2%	4,238
Magnetic stripe readers and encoders	28,120	16.0%	4,184
Special purpose telephones	35,690	15.4%	4,024
Power saws	34,090	15.1%	3,965
Tape measures	33,260	14.9%	3,896
Personal digital assistant PDAs or organizers	36,850	14.8%	3,871
Hammers	31,410	14.5%	3,794
Information retrieval or search software	38,620	14.3%	3,749
Adjustable widemouth pliers	30,850	14.2%	3,708
Point of sale POS terminal	24,530	13.7%	3,587
Time accounting software	35,820	13.6%	3,565

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

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