

# Top Job Skills by Projected Employment and Openings Northwest 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	36,890	16.5%	1,104
Calculate costs of goods or services	28,350	14.6%	977
Sell products or services	27,900	14.5%	967
Clean work areas	27,200	13.7%	913
Greet customers, patrons, or visitors	25,020	11.9%	797
Record operational or production data	28,480	11.7%	784
Monitor inventories of products or materials	25,160	11.2%	751
Maintain records of sales or other business transactions	20,660	10.9%	727
Answer customer questions about goods or services	19,640	10.4%	697
Cook foods	17,250	10.1%	674
Clean food preparation areas, facilities, or equipment	17,160	10.0%	670
Process customer bills or payments	16,180	9.9%	665
Serve food or beverages	16,720	9.9%	660
Explain technical product or service information to customers	18,000	9.8%	653
Reconcile records of sales or other financial transactions	17,800	9.3%	625
Administer basic health care or medical treatments	20,960	9.3%	620
Process sales or other transactions	15,650	9.2%	614
Communicate with customers to resolve complaints or ensure satisfaction	13,990	8.7%	584
Take customer orders	13,070	8.5%	569
Arrange tables or dining areas	13,230	8.5%	566
Clean food service areas	13,590	8.3%	558
Collect deposits, payments or fees	22,090	7.7%	518
Prepare foods for cooking or serving	12,920	7.6%	511
Communicate dining or order details to kitchen personnel	11,180	7.3%	489
Maintain inventories of materials, equipment, or products	17,850	7.3%	486
Prepare hot or cold beverages	11,820	7.2%	480
Prepare documentation for contracts, transactions, or regulatory compliance	22,540	7.1%	475
Clean tableware	11,730	6.7%	447
Collect dirty dishes or other tableware	10,590	6.7%	447
Set up merchandise displays	13,330	6.6%	442
Provide information to coworkers	16,280	6.6%	439
Purchase stocks of merchandise or supplies	13,340	6.5%	437
Advise customers on the use of products or services	12,680	6.5%	437
Prepare sales or other contracts	13,030	6.4%	430
Collect biological specimens from patients	13,590	6.4%	426
Recommend products or services to customers	12,090	6.1%	408
Stock serving stations or dining areas with food or supplies	9,180	6.0%	402
Disassemble equipment for maintenance or repair	13,290	6.0%	401
Measure dimensions of completed products to verify conformance to specifications	14,100	5.9%	395
Arrange delivery of goods or services	11,600	5.9%	393
Execute sales or other financial transactions	18,600	5.9%	392
Estimate costs or terms of sales	11,190	5.8%	390
Maintain financial or account records	13,920	5.7%	381
Apply bandages, dressings, or splints	11,320	5.7%	379
Record patient medical histories	12,340	5.7%	378
Gather customer or product information to determine customer needs	10,770	5.7%	378
Compile data or documentation	17,320	5.6%	377
Monitor work areas to provide security	10,480	5.6%	373
Demonstrate products to consumers	10,530	5.5%	371
Collaborate with healthcare professionals to plan or provide treatment	11,670	5.5%	367

**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 Northwest Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	181,820	75.2%	5,029
Data base user interface and query software	166,290	70.6%	4,721
Personal computers	164,380	69.1%	4,622
Word processing software	163,140	65.2%	4,359
Desktop computers	150,790	63.6%	4,254
Office suite software	142,280	59.3%	3,964
Electronic mail software	128,450	51.2%	3,421
Notebook computers	121,800	48.0%	3,212
Internet browser software	113,920	45.6%	3,048
Presentation software	94,080	36.6%	2,445
Accounting software	79,140	32.5%	2,172
Enterprise resource planning ERP software	79,740	32.5%	2,170
Calendar and scheduling software	78,820	31.7%	2,122
Laser printers	69,610	29.7%	1,984
Project management software	75,390	28.6%	1,911
Personal digital assistant PDAs or organizers	60,020	26.4%	1,763
Medical software	58,860	25.8%	1,725
Point of sale POS software	46,960	25.2%	1,688
Screwdrivers	60,220	24.8%	1,661
Cash registers	43,670	24.2%	1,618
Scanners	64,130	23.2%	1,552
Operating system software	51,180	22.9%	1,528
Bar code reader equipment	41,990	22.4%	1,499
Photocopiers	59,400	22.3%	1,489
Adjustable wrenches	50,560	21.2%	1,417
Analytical or scientific software	51,760	20.7%	1,385
Magnetic stripe readers and encoders	37,190	20.6%	1,379
Graphics or photo imaging software	49,020	19.3%	1,292
Forklifts	47,290	18.9%	1,262
Ladders	42,600	18.8%	1,254
Point of sale POS terminal	33,760	18.6%	1,246
Inventory management software	45,060	18.1%	1,210
Laser fax machine	49,220	17.6%	1,180
Special purpose telephones	46,280	17.4%	1,166
Tape measures	39,650	17.4%	1,163
Hammers	38,610	17.3%	1,158
Adjustable widemouth pliers	38,970	16.4%	1,095
Power saws	39,710	15.8%	1,054
Hoists	35,970	15.2%	1,013
Tablet computers	36,630	14.9%	995
Computer aided design CAD software	35,980	14.8%	991
Desktop calculator	34,910	14.8%	987
Human resources software	37,000	14.7%	986
Power drills	35,600	14.1%	945
Document management software	42,080	14.1%	944
Desktop publishing software	37,880	13.3%	887
Touch screen monitors	25,880	13.2%	881
Time accounting software	37,320	13.0%	870
Pocket calculator	30,300	13.0%	869
Hand trucks or accessories	30,550	12.9%	864

**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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