

Top Job Skills by Projected Employment and Demand Pennsylvania, 2016-2026

Top 50 Detailed Work Activities, 2016-2026

	2026 Employment	Percent of Annual Demand	Annual Demand
Order materials, supplies, or equipment.	1,049,690	18.8%	136,609
Sell products or services.	793,030	14.9%	108,338
Calculate costs of goods or services.	789,910	14.8%	107,725
Record operational or production data.	721,560	12.7%	92,253
Greet customers, patrons, or visitors.	619,500	12.0%	87,104
Monitor inventories of products or materials.	740,000	11.8%	85,779
Clean work areas.	626,500	11.7%	85,362
Clean food preparation areas, facilities, or equipment.	478,750	11.3%	81,924
Collect deposits, payments or fees.	705,790	11.2%	81,290
Prepare documentation for contracts, transactions, or regulatory compliance.	714,520	11.0%	79,801
Serve food or beverages.	456,310	10.9%	79,150
Cook foods.	457,050	10.8%	78,829
Answer telephones to direct calls or provide information.	615,900	10.8%	78,707
Process customer bills or payments.	429,820	10.5%	76,528
Maintain records of sales or other business transactions.	526,350	10.1%	73,437
Answer customer questions about goods or services.	519,130	10.1%	73,273
Explain technical product or service information to customers.	491,140	9.7%	70,224
Clean food service areas.	366,460	9.1%	66,504
Communicate with customers to resolve complaints or ensure satisfaction.	365,520	9.0%	65,747
Arrange tables or dining areas.	357,570	8.9%	64,736
Take customer orders.	352,240	8.9%	64,634
Execute sales or other financial transactions.	585,070	8.9%	64,613
Reconcile records of sales or other financial transactions.	435,200	8.8%	64,161
Provide information to coworkers.	550,420	8.7%	63,190
Process sales or other transactions.	402,440	8.4%	60,985
Prepare hot or cold beverages.	331,830	8.3%	60,372
Compile data or documentation.	542,630	8.2%	59,782
Administer basic health care or medical treatments.	567,070	8.2%	59,268
Communicate dining or order details to kitchen personnel.	317,300	8.1%	59,115
Collect dirty dishes or other tableware.	315,890	8.0%	57,921
Explain regulations, policies, or procedures.	488,840	7.7%	55,722
Maintain financial or account records.	462,620	7.6%	55,051
Clean tableware.	316,210	7.5%	54,826
Provide customers with general information or assistance.	288,460	7.4%	53,776
Train personnel.	462,930	7.1%	51,382
Prepare foods for cooking or serving.	315,170	7.1%	51,279
Respond to customer problems or complaints.	447,410	7.0%	51,160
Arrange food for serving.	288,590	6.8%	49,121
Schedule appointments.	427,560	6.6%	47,979
Assist chefs or caterers with food or drink preparation.	270,740	6.5%	47,529
Set up merchandise displays.	374,220	6.5%	47,343
Confer with coworkers to coordinate work activities.	430,000	6.5%	46,938
Train food preparation or food service personnel.	259,190	6.3%	45,843
Package food or supplies.	250,050	6.3%	45,669
Operate cash registers.	244,870	6.2%	45,103
Prepare sales or other contracts.	361,690	6.1%	44,500
Supervise employees.	500,580	6.1%	44,268
Move equipment, supplies or food to required locations.	250,340	6.1%	44,002
Load shipments, belongings, or materials.	359,710	6.0%	43,697
Maintain inventory records.	383,790	6.0%	43,662

Detailed Work Activities - 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 2016 and 2026

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, 2016-2026
U.S. Department of Labor's Occupational Information Network (O*NET) Database

Top Job Skills by Projected Employment and Demand Pennsylvania, 2016-2026

Top 50 Tools & Technologies, 2016-2026	2026 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	5,870,590	88.2%	640,757
Office suite software	5,371,520	78.9%	573,398
Data base user interface and query software	5,212,560	78.5%	570,518
Word processing software	5,258,410	75.2%	546,460
Personal computers	5,002,170	73.6%	535,206
Desktop computers	4,481,430	64.2%	466,499
Electronic mail software	4,398,390	61.0%	443,310
Notebook computers	3,918,780	52.1%	378,468
Internet browser software	3,691,860	50.5%	366,850
Presentation software	3,427,520	45.5%	330,945
Enterprise resource planning ERP software	3,026,310	43.2%	314,175
Operating system software	2,647,330	41.6%	302,397
Accounting software	2,537,400	37.4%	271,906
Project management software	2,719,610	35.8%	260,095
Calendar and scheduling software	2,484,760	34.7%	252,006
Medical software	2,339,960	32.7%	237,865
Laser printers	2,061,850	29.2%	212,163
Scanners	2,112,200	29.1%	211,877
Photocopiers	2,006,290	27.7%	201,170
Point of sale POS software	1,341,610	26.6%	193,034
Cash registers	1,230,540	25.8%	187,699
Screwdrivers	1,611,750	25.5%	185,572
Customer relationship management CRM software	1,729,350	24.9%	181,129
Document management software	1,820,090	24.2%	176,068
Analytical or scientific software	1,893,220	24.0%	174,744
Special purpose telephones	1,574,380	23.5%	171,132
Computer aided design CAD software	1,629,050	23.4%	170,077
Laser fax machine	1,671,500	23.1%	168,241
Graphics or photo imaging software	1,790,200	23.1%	167,765
Bar code reader equipment	1,148,200	22.5%	163,410
Desktop publishing software	1,564,040	21.8%	158,238
Personal digital assistant PDAs or organizers	1,571,180	21.5%	156,036
Forklifts	1,339,340	21.0%	152,500
Inventory management software	1,409,580	21.0%	152,422
Magnetic stripe readers and encoders	1,008,090	20.6%	149,767
Adjustable wrenches	1,237,750	19.8%	143,643
Information retrieval or search software	1,589,370	19.6%	142,707
Human resources software	1,444,460	19.3%	140,516
Ladders	1,154,480	18.6%	135,238
Point of sale POS terminal	893,530	18.4%	133,462
Desktop calculator	1,079,810	17.1%	123,973
Hammers	1,018,250	16.9%	122,697
Power saws	1,082,990	16.7%	121,204
Tape measures	1,061,270	16.6%	120,334
Time accounting software	1,270,690	16.5%	119,722
Financial analysis software	1,265,700	16.3%	118,535
Adjustable widemouth pliers	1,002,390	16.1%	117,119
Data base reporting software	1,207,250	16.0%	116,043
Tablet computers	1,296,520	15.8%	114,543
Development environment software	1,187,690	15.5%	112,731

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 demand where employment change was positive between 2016 and 2026

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