

Top Job Skills by Projected Employment and Openings Pennsylvania, 2014-2024

Top 50 Detailed Work Activities, 2014-2024

	2024 Employment	Percent of Annual Openings	Annual Openings
Order materials, supplies, or equipment	978,420	16.1%	29,673
Calculate costs of goods or services	817,130	14.6%	26,884
Sell products or services	803,450	14.6%	26,877
Clean work areas	656,030	11.9%	21,967
Monitor inventories of products or materials	743,120	11.4%	21,078
Record operational or production data	685,350	11.2%	20,592
Greet customers, patrons, or visitors	666,430	11.1%	20,396
Clean food preparation areas, facilities, or equipment	451,860	10.2%	18,775
Maintain records of sales or other business transactions	556,790	10.1%	18,655
Serve food or beverages	431,820	9.8%	18,130
Process customer bills or payments	418,560	9.8%	18,005
Cook foods	436,150	9.7%	17,881
Answer customer questions about goods or services	528,550	9.7%	17,796
Explain technical product or service information to customers	521,300	9.5%	17,505
Collect deposits, payments or fees	698,840	9.0%	16,622
Administer basic health care or medical treatments	522,810	8.9%	16,298
Process sales or other transactions	430,240	8.6%	15,848
Reconcile records of sales or other financial transactions	466,080	8.5%	15,713
Clean food service areas	355,400	8.5%	15,559
Prepare documentation for contracts, transactions, or regulatory compliance	713,590	8.4%	15,527
Arrange tables or dining areas	339,350	8.3%	15,321
Communicate with customers to resolve complaints or ensure satisfaction	344,100	8.3%	15,245
Take customer orders	331,940	8.2%	15,077
Provide information to coworkers	534,830	7.7%	14,085
Communicate dining or order details to kitchen personnel	297,320	7.4%	13,620
Prepare hot or cold beverages	318,760	7.4%	13,576
Collect dirty dishes or other tableware	297,900	7.2%	13,347
Explain regulations, policies, or procedures	485,510	7.1%	13,037
Supervise employees	483,100	7.1%	12,997
Execute sales or other financial transactions	600,660	7.0%	12,917
Prepare foods for cooking or serving	307,580	6.9%	12,681
Clean tableware	309,220	6.7%	12,424
Maintain financial or account records	448,270	6.7%	12,381
Collect biological specimens from patients	377,230	6.6%	12,071
Maintain inventories of materials, equipment, or products	444,260	6.5%	11,970
Prepare sales or other contracts	389,720	6.4%	11,704
Compile data or documentation	529,500	6.3%	11,518
Respond to customer problems or complaints	434,490	6.2%	11,349
Stock serving stations or dining areas with food or supplies	249,030	6.1%	11,259
Set up merchandise displays	359,530	6.1%	11,203
Advise customers on the use of products or services	346,370	6.0%	11,137
Arrange delivery of goods or services	359,920	6.0%	11,019
Recommend products or services to customers	352,360	5.9%	10,941
Record patient medical histories	346,540	5.9%	10,856
Purchase stocks of merchandise or supplies	351,290	5.9%	10,776
Estimate costs or terms of sales	333,780	5.8%	10,632
Maintain operational records	380,560	5.7%	10,513
Collaborate with healthcare professionals to plan or provide treatment	324,050	5.7%	10,408
Confer with coworkers to coordinate work activities	407,500	5.6%	10,297
Arrange food for serving	268,450	5.6%	10,261

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/

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 Pennsylvania, 2014-2024

Top 50 Tools & Technologies, 2014-2024

	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	5,489,030	82.8%	152,421
Data base user interface and query software	5,146,170	79.1%	145,701
Personal computers	4,927,430	74.9%	137,963
Word processing software	4,943,700	72.4%	133,286
Desktop computers	4,497,940	68.5%	126,038
Office suite software	4,427,850	67.1%	123,624
Electronic mail software	3,923,700	56.6%	104,190
Notebook computers	3,876,540	55.6%	102,457
Internet browser software	3,558,490	51.0%	93,907
Presentation software	3,109,440	43.7%	80,404
Enterprise resource planning ERP software	2,541,220	36.8%	67,794
Accounting software	2,466,690	36.1%	66,425
Calendar and scheduling software	2,341,540	34.1%	62,868
Project management software	2,374,020	32.1%	59,082
Laser printers	2,017,800	30.8%	56,666
Personal digital assistant PDAs or organizers	1,781,990	27.7%	51,072
Scanners	2,068,380	27.7%	50,928
Photocopiers	1,964,060	27.4%	50,389
Medical software	1,688,910	26.9%	49,539
Operating system software	1,686,440	26.3%	48,433
Point of sale POS software	1,312,680	25.5%	46,958
Cash registers	1,222,550	24.6%	45,208
Analytical or scientific software	1,693,590	24.3%	44,799
Screwdrivers	1,601,470	24.0%	44,243
Graphics or photo imaging software	1,703,610	23.9%	43,987
Laser fax machine	1,645,040	22.2%	40,944
Special purpose telephones	1,565,880	21.6%	39,738
Bar code reader equipment	1,112,020	21.3%	39,244
Document management software	1,606,800	20.5%	37,783
Magnetic stripe readers and encoders	968,640	19.3%	35,586
Inventory management software	1,274,310	19.2%	35,352
Forklifts	1,298,760	19.1%	35,174
Adjustable wrenches	1,236,840	18.6%	34,248
Ladders	1,192,880	18.2%	33,569
Tablet computers	1,227,470	18.1%	33,255
Point of sale POS terminal	877,030	18.0%	33,078
Desktop publishing software	1,388,630	17.9%	32,994
Tape measures	1,106,680	17.4%	31,978
Human resources software	1,182,420	16.8%	30,964
Desktop calculator	1,071,440	16.6%	30,523
Hammers	1,012,520	16.5%	30,445
Computer aided design CAD software	1,100,260	16.3%	30,008
Power saws	1,075,380	15.7%	28,885
Information retrieval or search software	1,164,660	15.5%	28,534
Customer relationship management CRM software	1,203,620	15.3%	28,208
Development environment software	982,230	15.3%	28,086
Time accounting software	1,150,970	15.1%	27,736
Adjustable widemouth pliers	995,780	15.1%	27,733
Hoists	907,010	14.4%	26,474
Hand trucks or accessories	881,810	14.0%	25,697

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

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