

# Top Job Skills by Projected Employment and Openings South Central 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	111,710	16.5%	3,352
Calculate costs of goods or services	90,400	14.9%	3,033
Sell products or services	88,080	14.6%	2,961
Record operational or production data	95,100	14.0%	2,843
Clean work areas	74,510	12.4%	2,509
Monitor inventories of products or materials	79,730	11.3%	2,288
Greet customers, patrons, or visitors	72,240	11.0%	2,226
Maintain records of sales or other business transactions	56,710	9.7%	1,977
Clean food preparation areas, facilities, or equipment	48,160	9.4%	1,913
Answer customer questions about goods or services	54,070	9.4%	1,902
Process customer bills or payments	45,520	9.4%	1,901
Collect deposits, payments or fees	78,300	9.2%	1,878
Cook foods	47,100	9.2%	1,865
Serve food or beverages	45,050	8.9%	1,807
Explain technical product or service information to customers	50,230	8.8%	1,787
Prepare documentation for contracts, transactions, or regulatory compliance	80,200	8.7%	1,764
Reconcile records of sales or other financial transactions	49,010	8.4%	1,706
Process sales or other transactions	43,660	8.3%	1,681
Load shipments, belongings, or materials	55,650	8.0%	1,630
Provide information to coworkers	61,250	8.0%	1,627
Communicate with customers to resolve complaints or ensure satisfaction	36,930	7.8%	1,587
Take customer orders	35,500	7.8%	1,574
Operate cranes, hoists, or other moving or lifting equipment	50,150	7.7%	1,570
Administer basic health care or medical treatments	50,440	7.7%	1,562
Clean food service areas	36,660	7.6%	1,538
Arrange tables or dining areas	34,700	7.4%	1,512
Prepare hot or cold beverages	34,790	7.1%	1,435
Communicate dining or order details to kitchen personnel	32,090	7.0%	1,428
Secure cargo	45,870	7.0%	1,426
Execute sales or other financial transactions	66,000	6.9%	1,407
Maintain financial or account records	49,380	6.7%	1,361
Explain regulations, policies, or procedures	52,780	6.7%	1,359
Move materials, equipment, or supplies	41,530	6.7%	1,359
Compile data or documentation	60,700	6.6%	1,334
Operate vehicles or material-moving equipment	47,610	6.5%	1,323
Maintain inventories of materials, equipment, or products	49,510	6.5%	1,321
Prepare foods for cooking or serving	33,170	6.5%	1,320
Supervise employees	49,110	6.4%	1,296
Collect dirty dishes or other tableware	30,250	6.4%	1,296
Maintain operational records	45,620	6.3%	1,288
Review work orders or schedules to determine operations or procedures	39,810	6.2%	1,253
Clean tableware	32,340	6.1%	1,242
Connect cables or electrical lines	39,320	6.1%	1,236
Package materials or products	39,380	6.1%	1,234
Mark materials or objects for identification	37,870	6.1%	1,230
Monitor cargo area conditions	39,050	6.0%	1,227
Confer with coworkers to coordinate work activities	47,700	6.0%	1,225
Respond to customer problems or complaints	46,720	5.9%	1,201
Collect biological specimens from patients	37,210	5.8%	1,169
Set up merchandise displays	35,350	5.7%	1,153

**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 South Central Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	597,010	81.2%	16,496
Data base user interface and query software	562,230	77.9%	15,811
Personal computers	535,360	73.7%	14,970
Word processing software	521,620	68.8%	13,981
Office suite software	489,840	67.4%	13,698
Desktop computers	462,820	62.7%	12,739
Electronic mail software	405,670	52.3%	10,620
Notebook computers	399,060	50.9%	10,343
Internet browser software	362,770	46.1%	9,369
Presentation software	317,420	39.6%	8,045
Enterprise resource planning ERP software	291,270	38.6%	7,843
Accounting software	257,330	34.0%	6,914
Calendar and scheduling software	238,600	31.2%	6,329
Laser printers	217,500	29.9%	6,082
Project management software	247,030	29.7%	6,041
Scanners	233,460	28.1%	5,698
Personal digital assistant PDAs or organizers	192,690	26.6%	5,394
Screwdrivers	182,920	25.7%	5,221
Photocopiers	208,320	25.4%	5,162
Operating system software	180,160	25.4%	5,149
Medical software	173,880	24.6%	5,004
Point of sale POS software	139,370	24.2%	4,909
Inventory management software	169,920	23.5%	4,774
Forklifts	169,770	23.4%	4,746
Cash registers	128,750	23.2%	4,718
Analytical or scientific software	174,430	22.1%	4,488
Graphics or photo imaging software	174,690	21.8%	4,419
Bar code reader equipment	124,670	21.5%	4,374
Laser fax machine	178,120	21.0%	4,265
Special purpose telephones	165,030	20.4%	4,146
Magnetic stripe readers and encoders	106,340	19.0%	3,868
Computer aided design CAD software	137,240	18.9%	3,832
Tape measures	129,720	18.7%	3,802
Ladders	130,400	18.6%	3,786
Document management software	167,050	18.6%	3,775
Adjustable wrenches	133,690	18.5%	3,766
Hoists	126,250	18.4%	3,740
Power saws	130,880	18.0%	3,659
Hand trucks or accessories	122,750	17.8%	3,620
Hammers	116,370	17.8%	3,610
Point of sale POS terminal	93,540	17.1%	3,466
Human resources software	128,710	16.3%	3,309
Desktop calculator	118,000	16.2%	3,298
Desktop publishing software	143,150	16.0%	3,255
Tablet computers	114,710	15.1%	3,067
Time accounting software	123,440	14.4%	2,932
Adjustable widemouth pliers	102,740	14.4%	2,927
Customer relationship management CRM software	122,250	13.7%	2,786
Power drills	103,580	13.7%	2,785
Information retrieval or search software	118,740	13.7%	2,778

**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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