

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

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Order materials, supplies, or equipment.	22,130	12.6%	2,597
Clean work areas.	18,530	12.5%	2,558
Calculate costs of goods or services.	16,120	11.4%	2,339
Sell products or services.	16,150	11.2%	2,303
Greet customers, patrons, or visitors.	16,020	11.1%	2,278
Answer telephones to direct calls or provide information.	15,610	10.1%	2,065
Record operational or production data.	15,750	9.7%	1,986
Answer customer questions about goods or services.	13,190	9.3%	1,912
Maintain records of sales or other business transactions.	13,090	9.2%	1,889
Monitor inventories of products or materials.	14,550	8.7%	1,791
Reconcile records of sales or other financial transactions.	11,260	8.3%	1,710
Explain technical product or service information to customers.	11,140	8.2%	1,683
Collect deposits, payments or fees.	14,230	8.2%	1,678
Process sales or other transactions.	9,780	7.5%	1,539
Prepare documentation for contracts, transactions, or regulatory compliance.	13,170	7.2%	1,487
Execute sales or other financial transactions.	12,340	7.0%	1,437
Set up merchandise displays.	10,880	6.9%	1,423
Schedule appointments.	11,890	6.9%	1,413
Send information, materials or documentation.	11,080	6.2%	1,281
Respond to customer problems or complaints.	10,590	6.1%	1,246
Provide customers with general information or assistance.	6,230	5.8%	1,184
Prepare foods for cooking or serving.	6,990	5.8%	1,182
Review blueprints or specifications to determine work requirements.	10,270	5.6%	1,159
Prepare employee work schedules.	10,090	5.6%	1,153
Purchase stocks of merchandise or supplies.	8,780	5.6%	1,144
Develop organizational policies or programs.	11,770	5.5%	1,138
Operate office equipment.	9,840	5.4%	1,115
Prepare sales or other contracts.	8,180	5.3%	1,080
Disassemble equipment for maintenance or repair.	9,580	5.3%	1,079
Assist skilled construction or extraction personnel.	9,270	5.2%	1,070
Clean food preparation areas, facilities, or equipment.	6,330	5.2%	1,065
Supervise clerical or administrative personnel.	9,330	5.2%	1,065
Supervise employees.	11,250	5.2%	1,063
Advise customers on the use of products or services.	7,970	5.1%	1,052
Search files, databases or reference materials to obtain needed information.	9,290	5.1%	1,050
Operate cranes, hoists, or other moving or lifting equipment.	8,710	5.0%	1,030
Compile data or documentation.	9,030	5.0%	1,021
Cook foods.	5,850	4.9%	1,003
Recommend products or services to customers.	7,350	4.9%	1,000
Mark reference points on construction materials.	8,810	4.8%	988
Proofread documents, records, or other files to ensure accuracy.	8,420	4.7%	973
Load shipments, belongings, or materials.	7,820	4.7%	970
Train personnel.	8,710	4.7%	967
Arrange delivery of goods or services.	7,060	4.7%	963
Demonstrate products to consumers.	7,060	4.7%	963
Monitor work areas to provide security.	7,010	4.7%	962
Distribute incoming mail.	8,260	4.7%	961
Estimate costs or terms of sales.	6,980	4.6%	954
Clean facilities or work areas.	6,830	4.6%	948
Serve food or beverages.	5,410	4.6%	937

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 Southwest Corner Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	108,410	59.2%	12,157
Office suite software	106,450	58.2%	11,941
Word processing software	101,820	54.3%	11,155
Data base user interface and query software	97,560	53.5%	10,979
Personal computers	91,890	49.8%	10,215
Desktop computers	87,560	47.3%	9,712
Electronic mail software	88,480	46.4%	9,534
Operating system software	73,720	40.9%	8,389
Enterprise resource planning ERP software	71,660	37.6%	7,713
Presentation software	66,810	34.5%	7,076
Internet browser software	65,720	33.6%	6,901
Notebook computers	67,380	33.4%	6,855
Project management software	63,180	32.9%	6,760
Accounting software	53,820	30.4%	6,243
Web page creation and editing software	44,400	25.2%	5,172
Document management software	46,000	24.8%	5,082
Screwdrivers	42,740	24.4%	5,009
Desktop publishing software	40,220	22.9%	4,707
Calendar and scheduling software	45,810	22.8%	4,683
Graphics or photo imaging software	43,580	22.7%	4,659
Computer aided design CAD software	40,930	22.0%	4,519
Analytical or scientific software	45,050	21.6%	4,438
Adjustable wrenches	37,110	21.1%	4,323
Medical software	39,560	20.8%	4,274
Scanners	38,510	20.1%	4,127
Customer relationship management CRM software	36,550	20.0%	4,105
Forklifts	35,290	19.8%	4,073
Laser printers	37,140	19.7%	4,041
Video creation and editing software	37,950	19.6%	4,031
Point of sale POS software	27,060	18.7%	3,841
Human resources software	35,320	18.6%	3,812
Video conferencing software	33,760	18.1%	3,713
Ladders	30,400	17.5%	3,593
Power saws	31,220	17.3%	3,545
Adjustable widemouth pliers	30,180	17.1%	3,517
Hammers	29,480	17.1%	3,510
Bar code reader equipment	24,620	16.8%	3,450
Tape measures	29,910	16.7%	3,428
Inventory management software	31,000	16.6%	3,401
Instant messaging software	27,160	16.4%	3,365
Power drills	29,990	16.2%	3,336
Time accounting software	32,690	16.2%	3,332
Laser fax machine	31,340	16.1%	3,297
Cash registers	21,170	15.8%	3,253
Air compressors	28,420	15.5%	3,191
Two way radios	29,180	15.4%	3,156
Magnetic stripe readers and encoders	21,310	15.2%	3,119
Hoists	26,470	14.8%	3,031
Photocopiers	29,300	14.5%	2,984
Personal digital assistant PDAs or organizers	26,990	14.2%	2,919

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

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