

# Top Job Skills by Projected Employment and Openings Southwest Corner 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	27,040	15.9%	823
Calculate costs of goods or services	21,820	14.6%	755
Sell products or services	21,250	14.5%	750
Clean work areas	18,310	12.4%	643
Greet customers, patrons, or visitors	19,160	11.9%	615
Monitor inventories of products or materials	19,980	11.7%	604
Maintain records of sales or other business transactions	16,060	11.0%	568
Record operational or production data	18,910	10.9%	566
Answer customer questions about goods or services	15,120	10.4%	539
Explain technical product or service information to customers	13,980	9.8%	505
Process customer bills or payments	11,610	9.5%	489
Reconcile records of sales or other financial transactions	13,670	9.4%	484
Process sales or other transactions	12,160	9.2%	478
Clean food preparation areas, facilities, or equipment	11,850	9.0%	467
Cook foods	11,750	9.0%	465
Serve food or beverages	11,580	8.9%	462
Communicate with customers to resolve complaints or ensure satisfaction	10,060	8.5%	441
Collect deposits, payments or fees	17,460	8.1%	418
Take customer orders	9,240	8.0%	412
Administer basic health care or medical treatments	13,290	7.9%	408
Clean food service areas	9,480	7.6%	394
Prepare documentation for contracts, transactions, or regulatory compliance	17,730	7.5%	388
Arrange tables or dining areas	8,680	7.3%	378
Prepare foods for cooking or serving	9,320	7.2%	374
Prepare sales or other contracts	10,510	6.8%	351
Set up merchandise displays	10,380	6.8%	351
Prepare hot or cold beverages	8,620	6.8%	351
Provide information to coworkers	12,940	6.8%	349
Purchase stocks of merchandise or supplies	10,430	6.7%	347
Recommend products or services to customers	9,990	6.6%	343
Communicate dining or order details to kitchen personnel	7,500	6.6%	343
Arrange delivery of goods or services	9,800	6.5%	334
Estimate costs or terms of sales	9,330	6.3%	326
Execute sales or other financial transactions	14,880	6.3%	325
Advise customers on the use of products or services	9,130	6.2%	322
Gather customer or product information to determine customer needs	8,940	6.1%	316
Maintain inventories of materials, equipment, or products	11,020	5.9%	303
Monitor work areas to provide security	8,350	5.8%	302
Collect dirty dishes or other tableware	6,900	5.8%	300
Demonstrate products to consumers	8,280	5.7%	296
Compile data or documentation	12,990	5.7%	294
Respond to customer problems or complaints	10,710	5.6%	287
Collect biological specimens from patients	8,770	5.5%	282
Confer with coworkers to coordinate work activities	10,950	5.4%	280
Maintain financial or account records	10,180	5.4%	279
Clean tableware	7,400	5.4%	279
Operate cranes, hoists, or other moving or lifting equipment	9,480	5.3%	275
Supervise employees	9,860	5.3%	274
Stock serving stations or dining areas with food or supplies	6,340	5.3%	274
Assist chefs or caterers with food or drink preparation	6,860	5.2%	271

**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 Southwest Corner Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	131,340	71.1%	3,674
Data base user interface and query software	119,700	67.0%	3,464
Personal computers	117,010	64.0%	3,308
Word processing software	114,870	60.2%	3,113
Desktop computers	106,920	59.0%	3,050
Office suite software	103,810	56.2%	2,908
Notebook computers	87,810	44.9%	2,322
Electronic mail software	85,900	44.7%	2,310
Internet browser software	80,330	42.0%	2,169
Presentation software	67,110	34.5%	1,783
Accounting software	61,310	32.7%	1,689
Enterprise resource planning ERP software	58,770	31.3%	1,616
Project management software	58,410	28.7%	1,485
Calendar and scheduling software	54,220	28.5%	1,474
Laser printers	49,130	27.0%	1,397
Screwdrivers	47,100	25.5%	1,320
Operating system software	43,170	25.2%	1,303
Personal digital assistant PDAs or organizers	44,780	24.9%	1,285
Point of sale POS software	34,060	24.3%	1,254
Cash registers	32,100	23.4%	1,210
Medical software	40,200	23.0%	1,189
Photocopiers	43,350	21.8%	1,126
Adjustable wrenches	39,520	21.7%	1,121
Scanners	44,870	21.5%	1,111
Bar code reader equipment	30,050	21.1%	1,092
Tape measures	36,510	20.6%	1,065
Forklifts	38,380	20.0%	1,034
Magnetic stripe readers and encoders	27,280	19.9%	1,028
Ladders	34,700	19.3%	1,000
Hammers	33,450	19.3%	1,000
Graphics or photo imaging software	36,940	19.0%	980
Analytical or scientific software	35,980	18.1%	936
Laser fax machine	37,040	18.0%	933
Point of sale POS terminal	24,770	18.0%	933
Adjustable widemouth pliers	32,270	17.7%	914
Power saws	32,530	16.5%	855
Inventory management software	31,170	16.5%	852
Hoists	29,640	16.5%	852
Special purpose telephones	31,520	15.4%	798
Two way radios	30,540	15.4%	798
Human resources software	28,340	15.3%	789
Power drills	29,730	15.0%	775
Document management software	33,230	14.9%	772
Computer aided design CAD software	28,190	14.6%	756
Desktop calculator	25,300	14.1%	728
Time accounting software	28,540	13.7%	708
Air compressors	26,500	13.7%	706
Pocket calculator	24,960	13.6%	702
Hand trucks or accessories	24,330	13.5%	698
Customer relationship management CRM software	29,180	13.4%	694

**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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