

Top Job Skills by Projected Employment and Openings Tri County 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	23,760	16.2%	705
Sell products or services	19,440	15.2%	664
Calculate costs of goods or services	18,450	14.2%	617
Clean work areas	17,180	13.0%	568
Monitor inventories of products or materials	17,820	11.6%	505
Greet customers, patrons, or visitors	16,790	11.6%	505
Maintain records of sales or other business transactions	13,830	10.8%	471
Answer customer questions about goods or services	13,660	10.7%	466
Record operational or production data	15,690	10.1%	440
Explain technical product or service information to customers	12,540	10.0%	435
Reconcile records of sales or other financial transactions	11,950	9.2%	402
Process sales or other transactions	9,910	8.7%	380
Collect deposits, payments or fees	16,590	8.6%	374
Process customer bills or payments	8,910	8.5%	371
Prepare documentation for contracts, transactions, or regulatory compliance	16,940	8.2%	358
Communicate with customers to resolve complaints or ensure satisfaction	8,310	8.1%	352
Clean food preparation areas, facilities, or equipment	8,630	7.8%	339
Cook foods	8,190	7.5%	325
Serve food or beverages	8,150	7.5%	325
Take customer orders	7,380	7.4%	321
Administer basic health care or medical treatments	10,490	7.3%	320
Arrange tables or dining areas	7,460	7.2%	314
Clean food service areas	7,610	7.1%	310
Provide information to coworkers	12,080	7.1%	308
Confer with coworkers to coordinate work activities	10,790	6.5%	283
Set up merchandise displays	8,940	6.4%	281
Communicate dining or order details to kitchen personnel	6,480	6.4%	281
Compile data or documentation	12,850	6.4%	279
Execute sales or other financial transactions	14,150	6.3%	275
Purchase stocks of merchandise or supplies	8,790	6.2%	271
Prepare hot or cold beverages	6,710	6.2%	270
Recommend products or services to customers	8,610	6.2%	269
Advise customers on the use of products or services	8,300	6.1%	268
Maintain financial or account records	9,830	6.1%	264
Operate cranes, hoists, or other moving or lifting equipment	8,450	6.0%	261
Prepare sales or other contracts	8,390	5.9%	259
Maintain inventories of materials, equipment, or products	9,340	5.9%	258
Clean tableware	6,760	5.9%	257
Arrange delivery of goods or services	8,210	5.9%	256
Estimate costs or terms of sales	7,840	5.8%	251
Collect dirty dishes or other tableware	6,070	5.8%	251
Respond to customer problems or complaints	9,780	5.7%	247
Supervise employees	9,450	5.7%	247
Explain regulations, policies, or procedures	9,430	5.6%	244
Train food preparation or food service personnel	6,070	5.4%	236
Demonstrate products to consumers	7,130	5.3%	232
Package food or supplies	5,730	5.3%	232
Operate vehicles or material-moving equipment	8,130	5.3%	229
Monitor sales activities	6,470	5.3%	229
Train sales personnel	6,490	5.2%	227

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 Tri County Workforce Development Area, 2014-2024

Top 50 Tools & Technologies, 2014-2024	2024 Employment	Percent of Annual Openings	Annual Openings
Spreadsheet software	114,390	70.6%	3,078
Data base user interface and query software	107,040	68.1%	2,969
Personal computers	100,310	62.8%	2,737
Word processing software	100,700	60.0%	2,616
Office suite software	92,290	57.6%	2,509
Desktop computers	91,490	57.1%	2,487
Electronic mail software	78,140	45.7%	1,993
Notebook computers	73,830	42.8%	1,866
Internet browser software	70,270	41.0%	1,785
Presentation software	61,730	34.9%	1,523
Accounting software	55,310	33.7%	1,468
Enterprise resource planning ERP software	53,360	31.6%	1,378
Project management software	51,640	28.5%	1,244
Calendar and scheduling software	47,740	28.5%	1,244
Laser printers	41,960	27.2%	1,186
Operating system software	38,540	24.5%	1,068
Scanners	43,820	23.9%	1,042
Cash registers	28,240	23.5%	1,024
Point of sale POS software	28,940	23.2%	1,013
Screwdrivers	37,690	23.0%	1,003
Photocopiers	38,400	22.3%	972
Bar code reader equipment	27,550	22.2%	967
Personal digital assistant PDAs or organizers	35,100	22.1%	961
Medical software	33,670	21.6%	940
Magnetic stripe readers and encoders	23,610	19.6%	854
Analytical or scientific software	33,630	19.5%	850
Graphics or photo imaging software	34,280	19.5%	849
Adjustable wrenches	30,970	18.9%	824
Forklifts	31,110	18.5%	807
Tape measures	27,730	17.9%	782
Laser fax machine	32,260	17.4%	759
Inventory management software	28,220	17.3%	752
Ladders	26,470	17.2%	750
Hoists	25,330	16.6%	723
Special purpose telephones	29,600	16.4%	716
Hammers	24,540	16.2%	707
Point of sale POS terminal	19,540	16.0%	697
Human resources software	27,420	15.9%	694
Desktop calculator	24,490	15.8%	690
Adjustable widemouth pliers	25,460	15.8%	688
Document management software	31,400	15.2%	664
Power saws	24,900	14.7%	642
Two way radios	25,150	14.7%	639
Desktop publishing software	28,520	14.6%	638
Hand trucks or accessories	21,740	14.2%	617
Time accounting software	26,240	14.0%	608
Computer aided design CAD software	23,260	13.9%	605
Power drills	22,810	13.3%	581
Customer relationship management CRM software	26,330	13.2%	576
Development environment software	19,960	12.6%	549

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:
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