

## Top Job Skills by Projected Employment and Demand West Central Workforce Development Area, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	9,970	14.0%	1,369
Calculate costs of goods or services.	8,980	13.1%	1,284
Sell products or services.	8,970	13.0%	1,270
Greet customers, patrons, or visitors.	8,830	12.8%	1,253
Answer telephones to direct calls or provide information.	7,790	10.6%	1,036
Order materials, supplies, or equipment.	8,500	10.1%	991
Maintain records of sales or other business transactions.	6,810	10.1%	989
Answer customer questions about goods or services.	6,610	10.0%	976
Record operational or production data.	7,670	9.6%	942
Monitor inventories of products or materials.	7,390	9.3%	905
Reconcile records of sales or other financial transactions.	5,870	9.2%	897
Explain technical product or service information to customers.	5,760	9.0%	882
Process sales or other transactions.	5,620	8.9%	868
Collect deposits, payments or fees.	7,140	8.5%	833
Prepare documentation for contracts, transactions, or regulatory compliance.	7,090	8.2%	798
Execute sales or other financial transactions.	6,420	7.6%	744
Set up merchandise displays.	5,290	7.1%	697
Provide customers with general information or assistance.	3,540	6.8%	669
Respond to customer problems or complaints.	5,550	6.7%	657
Schedule appointments.	5,570	6.7%	650
Prepare foods for cooking or serving.	3,350	5.8%	568
Clean food preparation areas, facilities, or equipment.	3,300	5.7%	558
Purchase stocks of merchandise or supplies.	4,230	5.7%	554
Serve food or beverages.	3,170	5.6%	543
Disassemble equipment for maintenance or repair.	4,880	5.5%	541
Send information, materials or documentation.	4,630	5.5%	535
Monitor sales activities.	3,550	5.5%	533
Supervise sales or support personnel.	3,550	5.5%	533
Gather customer or product information to determine customer needs.	4,010	5.4%	531
Monitor work areas to provide security.	3,980	5.4%	531
Prepare sales or other contracts.	4,010	5.4%	531
Operate office equipment.	4,680	5.4%	525
Clean production equipment.	4,370	5.4%	524
Train sales personnel.	3,440	5.4%	524
Cook foods.	3,050	5.3%	520
Administer basic health care or medical treatments.	5,190	5.3%	515
Search files, databases or reference materials to obtain needed information.	4,610	5.2%	513
Prepare employee work schedules.	4,570	5.2%	510
Load shipments, belongings, or materials.	4,120	5.2%	504
Supervise clerical or administrative personnel.	4,480	5.1%	500
Compile data or documentation.	4,450	5.1%	496
Train personnel.	4,490	5.0%	488
Coordinate operational activities.	4,300	4.9%	479
Advise customers on the use of products or services.	3,530	4.9%	477
Stock serving stations or dining areas with food or supplies.	2,620	4.8%	472
Distribute incoming mail.	4,080	4.8%	470
Proofread documents, records, or other files to ensure accuracy.	4,080	4.8%	470
Enforce rules or regulations.	2,820	4.7%	458
Develop organizational policies or programs.	4,650	4.6%	445
Recommend products or services to customers.	3,130	4.5%	443

**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/](http://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 West Central Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	53,540	61.1%	5,974
Office suite software	52,770	60.2%	5,883
Word processing software	50,140	56.0%	5,469
Data base user interface and query software	47,280	54.2%	5,300
Personal computers	45,400	51.0%	4,989
Desktop computers	43,270	49.3%	4,823
Electronic mail software	42,820	46.7%	4,562
Operating system software	34,980	41.1%	4,013
Internet browser software	34,240	37.1%	3,623
Enterprise resource planning ERP software	32,060	34.9%	3,411
Presentation software	31,920	33.9%	3,318
Notebook computers	32,790	33.6%	3,284
Project management software	29,880	31.9%	3,122
Accounting software	25,150	29.8%	2,917
Web page creation and editing software	21,640	25.9%	2,527
Document management software	21,130	24.0%	2,349
Desktop publishing software	19,690	23.7%	2,321
Video creation and editing software	21,300	22.9%	2,237
Medical software	20,350	22.5%	2,198
Calendar and scheduling software	21,100	22.2%	2,170
Graphics or photo imaging software	19,920	21.9%	2,145
Screwdrivers	17,750	21.8%	2,127
Scanners	19,100	20.5%	2,006
Point of sale POS software	14,120	20.5%	1,999
Laser printers	18,260	19.9%	1,947
Analytical or scientific software	20,460	19.8%	1,933
Computer aided design CAD software	17,180	19.7%	1,922
Video conferencing software	18,080	19.5%	1,905
Customer relationship management CRM software	16,850	19.4%	1,899
Adjustable wrenches	15,570	19.0%	1,855
Human resources software	17,460	18.9%	1,849
Cash registers	12,180	18.8%	1,838
Forklifts	15,170	18.1%	1,772
Instant messaging software	13,770	17.8%	1,742
Photocopiers	16,790	17.4%	1,702
Laser fax machine	15,810	17.2%	1,677
Ladders	13,500	16.9%	1,649
Bar code reader equipment	11,680	16.7%	1,633
Desktop communications software	14,420	16.3%	1,595
Inventory management software	14,620	16.0%	1,560
Personal digital assistant PDAs or organizers	14,570	15.8%	1,548
Adjustable widemouth pliers	12,650	15.7%	1,534
Time accounting software	15,170	15.7%	1,531
Magnetic stripe readers and encoders	10,450	15.5%	1,518
Power saws	12,880	15.3%	1,500
Hammers	11,910	14.8%	1,448
Tape measures	12,130	14.6%	1,426
Hand trucks or accessories	11,350	13.9%	1,356
Special purpose telephones	11,860	13.4%	1,311
Information retrieval or search software	13,270	13.4%	1,308

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

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