

Top Job Skills by Projected Employment and Demand Westmoreland-Fayette Workforce Development Area, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	24,190	14.9%	3,407
Order materials, supplies, or equipment.	26,220	14.2%	3,229
Calculate costs of goods or services.	21,510	13.7%	3,133
Sell products or services.	20,830	13.2%	3,004
Greet customers, patrons, or visitors.	20,120	12.9%	2,936
Record operational or production data.	21,210	12.3%	2,813
Answer telephones to direct calls or provide information.	20,050	12.0%	2,733
Maintain records of sales or other business transactions.	17,790	11.3%	2,569
Answer customer questions about goods or services.	17,610	11.2%	2,561
Explain technical product or service information to customers.	14,950	9.9%	2,270
Monitor inventories of products or materials.	18,210	9.7%	2,212
Reconcile records of sales or other financial transactions.	13,450	9.3%	2,121
Collect deposits, payments or fees.	17,800	9.2%	2,106
Process sales or other transactions.	12,900	9.0%	2,057
Prepare documentation for contracts, transactions, or regulatory compliance.	17,500	8.7%	1,975
Provide customers with general information or assistance.	9,820	8.3%	1,892
Prepare foods for cooking or serving.	10,890	7.9%	1,814
Execute sales or other financial transactions.	15,100	7.7%	1,764
Respond to customer problems or complaints.	14,170	7.4%	1,692
Send information, materials or documentation.	14,490	7.3%	1,668
Set up merchandise displays.	12,630	7.0%	1,606
Load shipments, belongings, or materials.	12,890	7.0%	1,599
Clean food preparation areas, facilities, or equipment.	9,480	6.9%	1,565
Schedule appointments.	13,230	6.8%	1,554
Cook foods.	9,060	6.7%	1,527
Serve food or beverages.	8,830	6.5%	1,494
Disassemble equipment for maintenance or repair.	12,580	6.3%	1,449
Monitor sales activities.	8,940	6.2%	1,412
Supervise sales or support personnel.	8,890	6.2%	1,406
Train sales personnel.	8,760	6.1%	1,394
Purchase stocks of merchandise or supplies.	10,850	6.0%	1,367
Process customer bills or payments.	7,360	6.0%	1,364
Stock products or parts.	8,280	5.9%	1,342
Clean production equipment.	10,120	5.6%	1,286
File documents or records.	10,780	5.6%	1,282
Prepare sales or other contracts.	9,950	5.6%	1,274
Secure cargo.	10,130	5.6%	1,273
Communicate with customers to resolve complaints or ensure satisfaction.	6,750	5.5%	1,256
Operate office equipment.	10,990	5.5%	1,247
Advise customers on the use of products or services.	9,750	5.4%	1,229
Distribute incoming mail.	10,390	5.3%	1,216
Proofread documents, records, or other files to ensure accuracy.	10,220	5.2%	1,197
Search files, databases or reference materials to obtain needed information.	10,570	5.2%	1,194
Review work orders or schedules to determine operations or procedures.	9,470	5.2%	1,193
Connect cables or electrical lines.	9,350	5.2%	1,183
Monitor cargo area conditions.	9,340	5.2%	1,183
Package materials or products.	9,340	5.2%	1,183
Stock serving stations or dining areas with food or supplies.	6,440	5.1%	1,164
Enforce rules or regulations.	6,880	5.0%	1,145
Compile data or documentation.	10,010	5.0%	1,143

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



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Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	123,150	61.9%	14,114
Office suite software	121,320	60.9%	13,897
Data base user interface and query software	112,120	57.0%	13,005
Word processing software	112,830	54.7%	12,472
Personal computers	104,050	51.7%	11,791
Desktop computers	97,340	49.0%	11,180
Electronic mail software	98,840	46.9%	10,708
Operating system software	84,150	43.5%	9,918
Internet browser software	78,710	37.0%	8,453
Enterprise resource planning ERP software	77,350	36.8%	8,406
Presentation software	74,060	34.1%	7,792
Notebook computers	72,680	32.4%	7,402
Project management software	67,500	31.2%	7,110
Accounting software	59,460	30.8%	7,034
Web page creation and editing software	50,310	26.9%	6,132
Desktop publishing software	46,320	24.4%	5,563
Document management software	48,840	23.9%	5,445
Calendar and scheduling software	47,490	22.4%	5,114
Point of sale POS software	34,600	22.4%	5,104
Graphics or photo imaging software	47,000	22.0%	5,026
Medical software	44,970	22.0%	5,018
Screwdrivers	41,500	21.6%	4,928
Laser printers	44,170	21.3%	4,868
Computer aided design CAD software	42,950	20.9%	4,777
Cash registers	30,550	20.9%	4,769
Scanners	44,720	20.8%	4,757
Video creation and editing software	44,440	20.5%	4,680
Forklifts	39,210	20.0%	4,575
Customer relationship management CRM software	39,870	19.8%	4,508
Bar code reader equipment	31,930	19.6%	4,483
Analytical or scientific software	46,320	19.6%	4,469
Video conferencing software	39,200	18.5%	4,232
Inventory management software	37,400	18.2%	4,149
Human resources software	37,070	17.7%	4,037
Adjustable wrenches	33,640	17.3%	3,948
Magnetic stripe readers and encoders	26,190	17.2%	3,930
Instant messaging software	30,800	16.9%	3,857
Laser fax machine	34,250	16.3%	3,722
Ladders	30,110	15.8%	3,600
Photocopiers	34,290	15.7%	3,585
Power saws	30,650	15.5%	3,547
Personal digital assistant PDAs or organizers	32,360	15.5%	3,537
Desktop communications software	31,980	15.4%	3,523
Hammers	28,660	15.2%	3,472
Time accounting software	33,010	15.0%	3,421
Adjustable widemouth pliers	28,420	14.7%	3,364
Tape measures	27,990	14.1%	3,227
Point of sale POS terminal	21,960	14.1%	3,214
Hand trucks or accessories	26,920	14.1%	3,208
Information retrieval or search software	30,840	13.6%	3,097

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

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