

Top Job Skills by Projected Employment and Demand Pocono Counties Workforce Development Area, 2018-2028

Top 50 Detailed Work Activities, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Clean work areas.	15,990	15.5%	2,223
Sell products or services.	14,650	15.3%	2,203
Greet customers, patrons, or visitors.	14,420	14.8%	2,128
Calculate costs of goods or services.	13,720	14.3%	2,047
Answer telephones to direct calls or provide information.	13,980	13.4%	1,921
Order materials, supplies, or equipment.	14,990	12.7%	1,821
Answer customer questions about goods or services.	11,390	11.8%	1,699
Maintain records of sales or other business transactions.	11,130	11.5%	1,655
Explain technical product or service information to customers.	9,880	10.6%	1,526
Reconcile records of sales or other financial transactions.	9,630	10.5%	1,506
Monitor inventories of products or materials.	11,940	10.4%	1,493
Process sales or other transactions.	8,870	9.9%	1,416
Record operational or production data.	9,570	9.0%	1,290
Prepare foods for cooking or serving.	7,600	8.8%	1,261
Clean food preparation areas, facilities, or equipment.	7,570	8.7%	1,253
Collect deposits, payments or fees.	10,310	8.7%	1,246
Provide customers with general information or assistance.	6,360	8.3%	1,197
Serve food or beverages.	6,600	7.7%	1,112
Set up merchandise displays.	8,320	7.7%	1,105
Cook foods.	6,460	7.5%	1,083
Execute sales or other financial transactions.	9,000	7.5%	1,076
Prepare documentation for contracts, transactions, or regulatory compliance.	8,890	7.0%	1,011
Purchase stocks of merchandise or supplies.	7,270	6.7%	965
Schedule appointments.	7,580	6.3%	900
Train sales personnel.	5,820	6.3%	899
Stock serving stations or dining areas with food or supplies.	4,990	6.2%	894
Monitor work areas to provide security.	6,560	6.2%	892
Prepare sales or other contracts.	6,570	6.1%	883
Respond to customer problems or complaints.	7,400	6.1%	883
Monitor sales activities.	5,550	6.1%	872
Supervise sales or support personnel.	5,540	6.1%	871
Send information, materials or documentation.	7,290	6.0%	858
Prepare employee work schedules.	7,040	5.8%	835
Gather customer or product information to determine customer needs.	6,090	5.8%	832
Arrange delivery of goods or services.	5,960	5.7%	823
Maintain financial or account records.	5,800	5.7%	815
Recommend products or services to customers.	5,900	5.6%	811
Supervise clerical or administrative personnel.	6,680	5.5%	794
Explain regulations, policies, or procedures.	5,940	5.5%	793
Advise customers on the use of products or services.	5,580	5.5%	783
Demonstrate products to consumers.	5,520	5.4%	780
Process customer bills or payments.	4,330	5.4%	779
Arrange tables or dining areas.	4,310	5.4%	778
Estimate costs or terms of sales.	5,450	5.3%	768
Clean facilities or sites.	5,750	5.3%	765
Maintain equipment or systems to ensure proper functioning.	5,740	5.3%	763
Enforce rules or regulations.	4,400	5.3%	761
Compile data or documentation.	6,690	5.3%	760
Dispose of trash or waste materials.	5,750	5.3%	760
Operate office equipment.	6,620	5.3%	755

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 Pocono Counties Workforce Development Area, 2018-2028

Top 50 Tools & Technologies, 2018-2028	2028 Employment	Percent of Annual Demand	Annual Demand
Spreadsheet software	78,910	64.7%	9,296
Office suite software	75,290	61.1%	8,778
Data base user interface and query software	70,720	57.9%	8,318
Word processing software	72,310	57.4%	8,248
Personal computers	68,900	55.1%	7,906
Electronic mail software	63,690	50.0%	7,182
Desktop computers	61,480	49.2%	7,071
Operating system software	51,450	43.4%	6,237
Internet browser software	50,670	38.4%	5,513
Presentation software	46,300	35.1%	5,046
Enterprise resource planning ERP software	42,850	32.9%	4,723
Project management software	43,670	32.5%	4,673
Web page creation and editing software	37,170	32.1%	4,605
Notebook computers	44,960	31.8%	4,570
Accounting software	37,200	31.0%	4,449
Desktop publishing software	30,920	27.0%	3,883
Point of sale POS software	23,800	24.0%	3,449
Calendar and scheduling software	31,150	23.7%	3,396
Document management software	30,000	23.5%	3,375
Video creation and editing software	30,750	23.0%	3,307
Instant messaging software	24,510	22.7%	3,262
Cash registers	20,550	22.5%	3,228
Graphics or photo imaging software	28,990	21.9%	3,141
Video conferencing software	28,480	21.3%	3,053
Medical software	26,670	20.9%	2,999
Laser printers	27,400	20.9%	2,996
Screwdrivers	24,420	20.4%	2,934
Customer relationship management CRM software	24,650	19.9%	2,859
Bar code reader equipment	19,690	19.6%	2,821
Ladders	21,620	18.6%	2,677
Magnetic stripe readers and encoders	18,000	18.6%	2,670
Computer aided design CAD software	23,050	18.4%	2,646
Human resources software	23,720	18.4%	2,644
Photocopiers	24,510	18.3%	2,629
Scanners	23,770	17.7%	2,543
Inventory management software	21,660	17.4%	2,502
Adjustable wrenches	20,800	17.3%	2,486
Analytical or scientific software	25,150	17.0%	2,436
Laser fax machine	21,500	17.0%	2,436
Desktop communications software	21,060	16.2%	2,331
Point of sale POS terminal	16,070	16.2%	2,329
Adjustable widemouth pliers	18,910	15.8%	2,264
Special purpose telephones	18,450	14.8%	2,128
Hammers	17,060	14.6%	2,095
Forklifts	17,750	14.5%	2,084
Personal digital assistant PDAs or organizers	18,450	14.2%	2,033
Desktop calculator	15,050	14.1%	2,021
Tape measures	17,180	14.0%	2,015
Time accounting software	19,590	13.9%	1,992
Power saws	16,280	13.2%	1,892

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

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