

Top Job Skills by Projected Employment and Openings Central 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	45,700	16.6%	1,344
Calculate costs of goods or services	33,400	13.8%	1,119
Sell products or services	32,410	13.6%	1,100
Clean work areas	32,480	13.0%	1,054
Record operational or production data	34,980	12.1%	980
Greet customers, patrons, or visitors	30,780	11.5%	930
Monitor inventories of products or materials	29,820	10.3%	833
Process customer bills or payments	19,940	10.2%	824
Cook foods	20,910	10.1%	816
Clean food preparation areas, facilities, or equipment	20,600	10.0%	808
Maintain records of sales or other business transactions	23,110	9.8%	797
Answer customer questions about goods or services	22,760	9.7%	783
Serve food or beverages	19,750	9.7%	783
Administer basic health care or medical treatments	24,160	9.5%	767
Explain technical product or service information to customers	21,010	9.1%	736
Communicate with customers to resolve complaints or ensure satisfaction	17,280	9.1%	734
Collect deposits, payments or fees	30,440	8.7%	705
Reconcile records of sales or other financial transactions	20,430	8.6%	696
Take customer orders	15,800	8.5%	691
Process sales or other transactions	17,970	8.5%	685
Arrange tables or dining areas	15,620	8.3%	669
Clean food service areas	16,120	8.2%	667
Communicate dining or order details to kitchen personnel	14,350	7.7%	624
Prepare documentation for contracts, transactions, or regulatory compliance	30,240	7.7%	622
Prepare hot or cold beverages	14,570	7.3%	595
Collect biological specimens from patients	17,660	7.2%	585
Prepare foods for cooking or serving	14,550	7.2%	582
Collect dirty dishes or other tableware	13,550	7.0%	567
Maintain inventories of materials, equipment, or products	20,310	6.8%	554
Clean tableware	14,570	6.7%	545
Execute sales or other financial transactions	25,940	6.6%	534
Provide information to coworkers	20,440	6.6%	534
Record patient medical histories	16,130	6.5%	528
Collaborate with healthcare professionals to plan or provide treatment	14,960	6.2%	502
Supervise employees	18,250	6.1%	497
Compile data or documentation	22,690	6.0%	485
Maintain operational records	17,350	6.0%	483
Maintain financial or account records	17,350	5.9%	479
Explain regulations, policies, or procedures	17,950	5.9%	474
Train food preparation or food service personnel	12,160	5.8%	470
Assist chefs or caterers with food or drink preparation	12,010	5.7%	465
Operate diagnostic or therapeutic medical instruments or equipment	13,740	5.7%	460
Confer with coworkers to coordinate work activities	18,390	5.7%	458
Respond to customer problems or complaints	17,750	5.6%	457
Set up merchandise displays	14,480	5.6%	456
Package food or supplies	11,280	5.6%	456
Supervise patient care personnel	13,090	5.6%	452
Arrange food for serving	12,450	5.5%	446
Stock serving stations or dining areas with food or supplies	10,220	5.5%	445
Prepare sales or other contracts	14,240	5.5%	443

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