

Job Title: Office and Billing Administrator

Company Name: Caliber Forensics

Location: Remote

Job Type: Full-time

About Us:

Caliber Forensics, headquartered in Houston, Texas, is a small privately-owned forensic engineering firm specializing in structural investigation, consulting, and claims and litigation support. Serving the entire state of Texas and beyond, our mission is to provide rapid response and reliable results within the insurance industry, offering building damage investigation to claims professionals, attorneys, and property owners and managers. We specialize in a wide range of building types, ensuring our clients receive expert analysis and recommendations when damage occurs.

Job Description:

Caliber Forensics is seeking a skilled and detail-oriented Office and Billing Administrator to join our dynamic team. In this pivotal role, you will manage crucial administrative tasks, including answering phone calls, coordinating new assignments, scheduling inspections, and overseeing the invoicing and collections processes that support our forensic engineering services.

Key Responsibilities:

- **Phone and E-mail Communication:**
 - Respond promptly to incoming calls and e-mails, providing exceptional customer service and efficiently addressing inquiries.
- **Assignment Setup:**
 - Set up new assignments in BQE Core, TeamUp, and Microsoft Office applications (SharePoint, OneNote, Word), ensuring a seamless process for our clients and internal teams.
- **Inspection Scheduling:**
 - Manage inspection schedules, coordinating with relevant parties to ensure timely and efficient inspections, as well coordinating equipment rental and travel arrangements.
- **Budgeting**
 - Upon setup of new assignment, facilitate creation of budgets for submittal to clients.
- **Invoicing Oversight:**
 - Take charge of the invoicing process, meticulously creating invoices and ensuring accuracy and completeness.
- **Collections Management:**
 - Handle the collections process, tracking payments, and proactively addressing any outstanding balances.

Qualifications:

- Proven experience in office administration.
- Proven experience in invoicing.
- Strong organizational skills.
- Comfortable in a small business atmosphere.
- Self-motivated, resourceful, and proactive.

Requirements:

- Availability for a minimum of 8 hours Monday through Friday between 8 AM and 6 PM CST.
- Proficient in: Microsoft Office applications, multi-platform videoconferencing services, Apple products and services.
- Ability to quickly learn and adapt to invoicing software.
- Remote work setup with access to a quiet work space for taking calls without distractions.
- Ability to pass state and federal background tests.

Benefits:

- Health insurance assistance stipend.
- Remote work and schedule flexibility.
- Simple IRA with a 3% matching contribution.
- Phone and internet stipend.

How to Apply:

Interested candidates, please submit your resume and cover letter to caliber@caliberforensics.com with the subject line "Office and Billing Administrator Application - [Your Name]". We look forward to reviewing your application and appreciate your interest in joining the Caliber Forensics team.

Contact Information:

For inquiries or additional information, please contact Glen Smith at gsmith@caliberforensics.com or 713.628.4724 (call or text).

Caliber Forensics is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.