



Office Administrator  
Job Description/Qualifications

PRI Court Reporting has an opening for a full-time office administrator. Our office can be fast-paced at times with multiple projects going at once. Every day brings new and interesting challenges! Our court reporters work remotely and complete their work on deadlines. Everyone works as a team for the benefit of the client and we are all passionate about our industry. Our profession requires us to maintain high ethical standards.

We are searching for someone who is *extremely detail-oriented* and who wants to provide the *best customer service* possible to our clients while supporting our staff of court reporters. We're looking for a great fit with our team – we will train the right person on industry-specific software and processes.

Duties:

- Customer service relations with clients via telephone, email, and website.
- Schedule and maintain calendar of depositions, hearings, CART/captioning services for clients
- Communicate with clients throughout the scheduling process regarding job details
- Assign court reporters and subcontractors to jobs daily
- Input job details into court reporting scheduling software, keeping client data current
- Invoice clients daily, process credit card payments
- Manage collection follow-up efforts
- Compile court reporters' commission reports monthly for review and approval by owner
- Greet clients for in-house depositions, set up videoconference depositions, troubleshoot connection issues
- Manage/track employee equipment, providing technical support as needed
- Assist owner with advertising/marketing efforts
- Order office supplies
- Research new equipment purchases
- Enter bill payments in QuickBooks, print checks for signature
- Serve as liaison with landlord for any issues with building
- Collect timesheets from proofreaders and allocate amounts appropriately

Qualifications and Skills Required:

- High school diploma required
- Associate degree or higher a plus
- Experience in court reporting or litigation support industry a plus
- Excellent communication skills, both verbally and written
- Excellent spelling, grammar, and proofreading skills – attention to detail a priority
- Friendly, polished, and professional appearance and demeanor
- Extremely organized, able to multi-task
- Good time management, able to meet deadlines

- Strong scheduling, coordination, and time management skills
- Calm under stress, ability to problem solve
- Ability to handle confidential information with discretion
- Proficient in typing, experience in copying and high-speed document scanning
- Working knowledge of Word, Excel, Outlook, QuickBooks
- Experience in Office 365 a plus
- Fundamental computer skills including cut-and-paste; copy, move, and rename folders; internet browsers and online programs
- Ability to troubleshoot basic computer problems

This is a full-time position. The hours are 8:00-4:00.

Please send your resume to Angie Starbuck: [angie@priohio.com](mailto:angie@priohio.com).