cades · schutte

A LIMITED LIABILITY LAW PARTNERSHIP

POSITION DESCRIPTION

Title
Administrative & Office Services Assistant

Reports to
Chief Administrative Officer

FLSA Status
Salaried/Non-Exempt

Eff. Date
August 2026

Salary Range
$42,000–$52,000 annually, commensurate on experience and qualifications.

POSITION SUMMARY

Reporting to the Chief Administrative Officer (CAO), the Administrative & Office Services Assistant is often the first person clients and visitors meet and sets the tone for their experience of the firm. The role combines warm, polished hospitality with copy center, mail, conference, travel, and general office support. This role also provides administrative support to the CAO and others as needed.

KEY RESPONSIBILITIES

The key responsibilities of this position include, but are not limited to, the following:

Reception & Hospitality

- Welcome clients, vendors, and visitors warmly and professionally; check them in accordance with firm policy, notify the attorney or assistant of their arrival, and escort or direct them to the designated conference room.
- Answer and route all incoming calls promptly and courteously to the appropriate firm personnel.
- Provide beverage and hospitality service for meetings and visitors and anticipate guests' needs throughout their visit.
- Prepare conference rooms before meetings and reset them afterward, making sure each room is clean, stocked, and set up as requested.
- Coordinate food orders for meetings, events, and receptions, including setup and payment, and assist with ordering and picking up lunch orders.
- Keep the reception area, conference rooms, kitchens and kitchenettes, and common areas clean, organized, and guest-ready at all times.

Conference & Office Services

- Manage conference room schedules using office software and coordinate logistics for meetings, events, and receptions including Zoom or WebEx credentials.
- Monitor inventory, order and stock office and kitchen supplies.
- Receive deliveries and facilitate restocking of all common areas.
- Submit and follow up on maintenance requests as needed.
- Book travel for attorneys and designated staff, including airline, hotel, and rental car reservations.

Firm Support

- Prepare check requests and expense reports and help review invoices and billing statements.
- Update calendars and schedule internal and external meetings as requested.
- Assist attorneys and team members with projects overflow work and other administrative needs as assigned.
- Take part in team meetings, training, and knowledge sharing to build administrative skills.
- Facilitate CLE services and tracking of CLE credits.

Copy Center & Mailroom

- Complete copy, print, scan, and binding requests accurately and on time, confirming special instructions, deadlines, and specifications with requesters.
- Track, log, and prioritize jobs using internal tracking systems, and deliver finished work to the right person or office location.
- Receive, sort, and distribute incoming mail and packages.
- Prepare and process outgoing mail and shipments, including interoffice deliveries, using the appropriate postage and shipping method; assist with hand deliveries and courier services.
- Maintain the confidentiality of all client and firm materials.

QUALIFICATIONS

- High school diploma or equivalent.
- Hospitality, customer service, administrative, legal support, mailroom, or print shop experience preferred.
- A genuine service mindset, with a warm, professional, and polished presence.
- Clear, courteous communication with clients and firm personnel at all levels, in person, by phone, and by email.
- Strong grammar, spelling, and proofreading skills, with close attention to detail and follow-through.
- Ability to follow written and verbal instructions, ask good questions, and complete tasks accurately and on time.
- Ability to manage competing priorities and shift between tasks in a fast-paced, high-volume setting, working both independently and as part of a team.
- Discretion and sound judgment in handling confidential client and firm information.
- Comfortable operating standard office equipment, including printers, copiers, and postage machines.
- Working knowledge of Microsoft Office and the ability to learn firm-specific software, procedures, and legal terminology.

PHYSICAL DEMANDS & WORKING CONDITIONS

- Regular standing, walking, and use of hands and arms; frequent bending, reaching, and handling paper and office materials.
- Lift and carry up to 30 lbs., with assistance if needed.
- Full-time, on-site position at the Honolulu office, Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Occasionally early mornings, evenings, or weekends, and at times more than 40 hours per week, may be required.

BENEFITS

Cades Schutte LLP offers a comprehensive benefits package for eligible full-time employees, which may include:

- Medical, dental, and vision insurance.
- Flexible Spending Accounts (FSA).
- Life and AD&D insurance.
- Short-Term and Long-Term Disability coverage.
- 401(k) Retirement Plan and Profit-Sharing Plan.
- Paid vacation, sick leave, and holidays.
- Employee Assistance Program (EAP).
- Voluntary supplemental insurance options.