

At Shook, Hardy & Bacon, we understand that people are the key to our success, and we provide employees opportunities to contribute, have impact and be a part of an organization that values you. If you join us, you will work in a professional and friendly environment alongside a team of legal management professionals, professional staff and attorneys engaged in work that matters while we will invest in your continued learning and professional development. If you are looking for a career path with a firm that invests in your future, consider the following opportunity.

As the [Office Administrator](#), you will manage the day-to-day operations of the Houston, Texas office, and will work in partnership with the Office Managing Partner, Chief of City Office Administration, City Office Administrators from across the firm, other firm leaders and professional staff to deliver excellent services and business results.

In collaboration with the Office Managing Partner and the Executive Operations Team, the Office Administrator will be responsible for overall office operations and strategic planning, including staffing, professional development, practice management support, quality control, risk management, delivery of services and office performance. The Office Administrator also has close communication and collaboration among our 17 offices, practice groups and administrative leadership.

Strategic Planning & Practice Development

- Consistent with the firm's overall strategic plan, coordinates with the OMP and other firm leadership in development of office goals, objectives, and plans.
- Includes office in planning efforts to achieve appropriate buy-in.
- Routinely monitors and updates leadership with progress against objective and plans.

Risk Management

- Helps ensure adherence to firm policies, including new client/new matter intake process.
- Establishes and ensures quality work product, control policies and systems, as well as appropriate risk management measures are implemented and maintained.
- Monitors and maintains expertise in regional policies, regulations or laws to ensure office compliance.
- Coordinates with OMP and firm leadership to ensure the firm is informed of any changes to regional laws, policies or regulations that may impact current firm policies and procedures.
- Works with OMP and firm leadership to develop training associated with any regionally specific policies and procedures.
- Participates in office Business Continuity plans and efforts.
- Serves as the liaison to building management and security.
- Ensures all employees follow adequate safety procedures while carrying out all duties.
- Works collaboratively with Records Management Department to ensure record retention policies and procedures are documented and implemented.
- May participate in the updating of existing firm or department policies.

- May consult with firm's General Counsel or other firm leadership on risk management issues as they arise.
- May help navigate various business conflict issues.

Talent, Staffing & Professional Development

- Oversees the supervision, training, professional development, and management of office professional staff.
- Coordinates with OMP on the evaluation process for office professional staff
- Provides input on promotion and compensation for office professional staff.
- Consults with employees and supervisors to address performance issues, resolves issues with guidance of Human Resources and Chief of City Office Administration. Proactively identifies HR issues, develops solutions and involves appropriate resources to ensure a fair, positive outcome.
- Cultivates an inclusive environment and prioritizes the recruitment and retention of diverse professional staff.
- Collaboration with firm leadership to ensure implementation of appropriate mentoring and professional development programs for office professional staff.
- Provides necessary tools to professional staff to achieve continuous improvement.
- Continues pipeline to leadership by designating roles and delegating areas of responsibility to other professional staff.
- May assist OMP with associate and lateral recruiting and integration strategies consistent with firm growth and talent plans.
- May coordinate CLE activities and office involvement in programs offered by the Professional Development Committee, Diversity and Inclusion, or Learning and Development.

Communication & Coordination

- Works closely with and serves as a liaison with the Executive Operations Team (EOT) and other administrative leaders.
- Coordinates with various key firm committees, including Search, Associates, Diversity, and Professional Development.
- In collaboration with Chief of City Office Administration and other Office Administrators, ensures appropriate coordination and communications among offices.
- Collaborates with OMP and practice group leadership to facilitate office meetings to discuss workloads, new matters, and to engage in general exchange of ideas. Provides regular communications to the office in these areas.
- Prepares for and participates in periodic meetings with firm leadership and other Office Administrators.
- Participates in various ad hoc task forces related to firm administrative needs.

Client Development & Marketing

- Oversees the day-to-day management of professional staff to provide superior customer service to the office, the firm and its clients.

- Collaborates with OMP and participates in activities aimed at elevating the office's profile and brand, including increased partner participation rates in various efforts (e.g., identifying and supporting involvement and acquisition of leadership roles in local, regional, national bar groups or local courts).
- Collaborates with office (and other offices in state or region) to identify emerging trends and issues; supports efforts to build and showcase capability.
- May assist OMP or other practice group leaders to identify optimal staffing plans and creative approaches for pitches and RFPs.

Economic Performance & General Office Administration

- In conjunction with OMP and EOT, prepares and oversees the office expense budget.
- Manages the office's procurement process and coordinates the purchases of office supplies and equipment.
- Monitors budget use throughout the year, and identifies budget overrun or shortfall periodically to Chief of City Office Administration. Manages budget within the agreed limits
- Works with OMP and practice group leaders to address office productivity and capacity issues.
- Takes action to ensure short and long-term office profitability goals are met.
- Provides leadership for implementation of firm's office space strategy, including lease negotiations, office construction projects, and implementation of flexible space strategies.
- Supports office activities, such as CLEs, client and marketing events, office meetings, and holiday parties.
- May provide input for billing and collection support handled out of the office.
- May assist OMP or firm leadership in assessment of regional changes that may be different from firm policies and procedures.

Requirements

Bachelor's degree (B. A.) from four-year college or university; five years related experience and/or training; minimum of two years of supervisory experience; or equivalent combination of education and experience. Experience in law firm or office environment required.

To apply for the Office Administrator position, please complete an application and submit your resume using this [link](#).