



Firm Administrator

Position Summary

The Firm Administrator serves as the operational and executive leader of the firm. The Firm Administrator will thrive on bringing clarity, structure, and momentum to a busy professional environment. This is a pivotal leadership role for someone who sees the big picture, anticipates needs before they arise, and keeps operations running smoothly so our partners and staff can focus on exceptional client service. This role oversees key business functions so partners and professional staff can focus on client service and technical work. The position requires strong leadership, sound judgment, and exceptional interpersonal and organizational skills. This position is ideal for someone who thinks ahead, is proactive and connects the dots, and enjoys driving projects forward.

Key Responsibilities

Leadership & Governance

- Provide direct, day-to-day oversight of administrative operations across the firm
- Operate at the partner level and report to the Executive Committee
- Participate in partner-level committees as assigned, including the Executive Committee
- Implement best practices supporting firm growth, operational excellence, and partner effectiveness
- Contribute to firmwide management functions and strategic initiatives
- Provide action item tracking and accountability to ensure meetings lead to action
- Utilize problem-solving skills to identify and implement effective solutions

Finance & Administrative Operations

- Assist in annual budgeting and make recommendations regarding systems, major purchases, and employee benefits
- Manage firm reporting requirements, including:
 - License renewals across states
 - Biennial reporting, PTIN renewals, and CPA license tracking and verification
 - Annual ACH paperwork and annual census reporting
 - Credit card issuance and limits

Meeting & Committee Support

- Prepare for and attend Executive Committee and partner meetings, including agenda development, task follow-up, and minute-taking
- Maintain electronic meeting records and coordinate partner communications, including Monday memos
- Participate in work sessions to support brainstorming and long-term planning with senior leadership

- Plan and coordinate firmwide and partner-level meetings and events, including:
 - Annual All-Staff Meeting and training logistics
 - Partner retreats
 - In-house CPE sessions and Lunch & Learns
 - Mariner meetings and reporting
 - Scheduling firm photography as needed

Office & Facilities Management

- Oversee office space planning, remodels, furniture selection, and workspace assignments to optimize efficiency and workflow
- Coordinate office maintenance, equipment needs, and vendor relationships
- Manage physical office needs such as ergonomic equipment and workspace accessories
- Ensure front-office operations deliver an exceptional client experience, including reception practices, hospitality standards, and the appearance of client-facing areas

General Administrative Support

- Support IT and HR with updates to the firm's website and related communications
- Ensure new client requests and onboarding decisions are processed and communicated promptly
- Conduct industry research to support firm initiatives and address emerging issues.
- Manage special projects for partners as requested
- Collaborate with the partners and HR to ensure finance, personnel, and general administration policies are communicated and included in the Team Handbook as appropriate
- Perform other duties as assigned

Qualifications

- Bachelor's degree in Business Administration or a related field
- Five or more years of experience as a firm administrator or in a comparable administrative role, preferably within a professional office environment
- Demonstrated leadership capabilities, including team development
- A process-oriented mindset that values clarity and follow-through
- The ability to take initial direction and independently drive work forward
- Strong organizational and project management skills
- Proven ability to manage multiple priorities and meet deadlines
- Highly motivated professional committed to delivering strategic value in a fast-paced, collaborative setting
- Strong problem-solving abilities and ability to identify and implement effective solutions
- Professional and courteous with a positive attitude
- Experience working in a professional services firm is a plus
- Exceptional written and verbal communication skills
- Demonstrated ability to handle and deal constructively with confidential information
- Proficiency with Microsoft Office Suite and QuickBooks
- Solid business acumen with the ability to anticipate and understand client needs
- Ability to work independently as well as collaboratively within a team with senior leadership, human resources and other team members