Pacific Administrators

JOB DESCRIPTION

Role/Title: Operations Assistant
Department: Office Management
FLSA: Non-Exempt
Reports To: Office Manager/HR

About Pacific Administrators

Pacific Administrators (PAI) was founded in 2001 with a mission to provide exceptional Third-Party Administration services to Multi-Employer (Taft-Hartley) Employee Benefit Plan Trust Funds. PAI has been awarded one of Hawaii Business Magazine's Best Places to Work for 2026 and is Hawaii's Largest Locally Owned & Operated Third-Party Administrator.

About the Role

The Operations Assistant will work under the Office Manager/HR and be responsible for general duties that support the entire company/general operations. They will provide occasional, temporary assistance to specific departments in times of need, as directed by the OM/HR. Please note that due to the nature of this position candidates may be subject to drug testing and/or a fitness for duty certification.

Responsibilities:

Courier

- Driving delivery and pickup of checks, documents and correspondence, and items from office/to and from union offices/to and from client locations
- Weekly payroll pickup from banks (pickup once per week, banks are walking distance from office)
- Daily delivery of bank deposits to banks (either walking or driving)
- Every Tuesday, backup disk exchange for IT department at bank's safety deposit box
- As needed – Delivery of mailing supplies of large volume mail outs to mailing vendor
- As needed – Driving delivery and pickup of items for office, meetings, and requests from the OM Team
- Upkeep of courier logs, key(s), and phone
- Daily upkeep of e-mail and voicemails for position

Mail

- Metering of postage for outgoing mail and parcels by operating in-office mailing machine
- Daily preparation of outgoing mail for USPS; may need to deliver to the post offices if necessary
- Assist with in-office mailout preparation and operate the folder/inserter machine as needed
- Maintain mail supplies

General Office Assistance

- Maintain inventory and replenishment of all copy rooms/workstations
- Maintain inventory and replenishment of all office supplies and stationary
- Maintain inventory and replenishment of lunchroom supplies
- Primary relief for the Receptionist (morning/lunch shift, breaks, and when the Receptionist is on leave)
- Assistance to OM team in setting up, and cleaning up after, special events and meetings

Temporary/Back-Up Assistance

- Daily Receptionist relief, including all Reception functions
- Assisting and relief support for other positions in OM, as needed
- Occasional, temporary assistance to specific departments, as directed by the OM/HR, such as helping with annual file boxing and other tasks

Physical Demands

- Driving long distances around Oahu
- Lifting and carrying of file boxes, mailing supplies, and cases of paper that may weigh up to 50 lbs.
- Moving tables and lifting chairs for conference room arrangement
- Standing or sitting for extended periods

Requirements:

- High School Diploma
- Highly Proficient in Microsoft Word, Excel, and PowerPoint
- Able to multi-task
- Good organization and time management skills
- Good verbal and written communication skills
- Strong customer service and human relation skills
- Reliable, dependable and trustworthy
- Experience in using a hand truck and dolly
- Able to lift boxes that may weigh up to 50 lbs.; stack on and lift off a hand truck or dolly
- ***Personal vehicle (automobile) is required for daily deliveries and pickups (mileage reimbursement; parking in building provided at no cost)***
- Cell phone usage for business communication for delivery and pickups
- Clean driving record, auto insurance and current driver license (driving abstract is required)

Working Conditions:

- PAI offices are indoors & air-conditioned while conditions may vary at client locations
- Monday to Friday, 8:00 - 4:00 PM or 8:30 AM - 4:30 PM, with a 1-hour unpaid lunch
- The duties assigned will have situations that will require extra time
- In emergency situations, the Operations Assistant may be required to be at the office

Accepted By: _____

Employee's Signature Date

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.