

# Attention!!!!

East Tennessee Intergroup Office needs a new Office Manager. Below is Article 11 in our By-laws, which outlines the job. Please spread the word. This position will need to be filled quickly. Email all inquiries to [manager@etiaa.org](mailto:manager@etiaa.org).

(from ETIAA by-laws)

## **ARTICLE ELEVEN:** Office Manager

- A. Will be a member in good standing with Alcoholics Anonymous.
- B. Will attend the monthly E.T.I.A.A. Representative's meeting.
- C. Will get approval from Chairperson and/or Treasurer for all bank transactions over \$100, with the exception of previously approved and standard expenses.
- D. Will be an authorized person to sign any banking transaction.
- E. Will fulfill all duties as contained within the Office Manager Job Description. Job performance will be reviewed annually.
- F. Job Office Manager description
  1. Position Title: East Tennessee Intergroup of Alcoholics Anonymous (ETIAA) Office Manager
  2. Reports to: ETIAA Representatives Committee
  3. Status: Non-Exempt
  4. Supervises: Office Service Workers, Hotline Service Workers
  5. Cooperates with: All officers, committee chairs and A.A. members.
  6. Overview: The Office Manager is the focal point of AA's contact and communications for ETIAA and must be responsive to the needs of AA groups and members. The IOM must also effectively represent the area AA groups as the primary point of contact for outside individuals and agencies seeking general information about AA. The Office Manager functions under the guidance and supervision of ETIAA Representatives Committee. The nature of the position is such that working hours may be flexible and delegation to service workers will be utilized to complete office operation. All applicants must be willing to submit to a background verification check and all the new Office Manager is subject to a standard 90-day probationary period and employment is at will.
  7. Suggested Prerequisites:
    - a Minimum of 5 years continuous sobriety in Alcoholics Anonymous
    - b Group service experience
    - c General administrative experience in office management and public relations. Proficiency in MS Office, Quickbooks, Square Credit Card Processing, WordPress, Zoom, Grasshopper, ShipStation and MailChimp. Knowledge of Tennessee Sales Tax, IRS Business Tax and IRS Employment Tax policy and filing processes and procedures.

- d Understanding of the AA Service Structure from the group level to the General Service Office; familiarity with the AA Service Manual.
- e Must work at least one night per month at the monthly ETIAA meeting. Two weekends per year are typically spent at large Mobile Intergroup events. Must be flexible on other occasions where ETIAA is involved in community projects and special events.
- f Be available 24/7 by phone for office emergencies.
- g Maintain 12-20 working hours per week.
- h Be willing to drive to complete errands.

#### 8. Required Skills

- a Strong interpersonal, verbal, and written communication skills
- b Strong problem solving, networking and follow-up skills.
- c Must be able to maintain a high level of confidentiality.
- d Must be self-starter and able to complete tasks without supervision.
- e Must be organized and can multi-task in a rapidly changing environment.
- f Must have the ability, adaptability, and desire to work with changing volunteer leadership.
- g Willingness to accept feedback.
- h Must be able lift, push pull 30 lbs.

#### 9. Responsibilities and Duties (Any of these tasks can be delegated if appropriate)

- a Recruit, coordinate and train Service Workers to staff the office. Maintain Service Worker Calendar.
- b Create and maintain updated Service Worker Guide for all office duties. Update SOPs as needed.
- c Backup the hotline when calls are not answered.
- d Promote active and broad participation by service workers in all areas of ETIAA's service.
- e Maintain official records and documents, and ensure compliance with federal, state, and local regulations.
- f Review Logbook daily. Delegate and oversee tasks completed by service workers.
- g Represent ETIAA at special events as needed, includes Mobile Intergroup, area events and recovery fairs.
- h Recruit, coordinate and train Service Workers for Mobile Intergroup. Coordinate inventory sales and booth set up at special events.
- i Maintain databases, including tracking incoming group donations. Monthly reconciliation of bank accounts. Pay monthly bills.
- j Maintain adequate records and prepare financial reports.
- k The Office Manager shall remind ETIAA board 3 months prior to the Office Manager's anniversary date that an evaluation should be done.
- l INSERT DIRECTIONS ON HOW TO PREFORM REVIEW HERE

- m Negotiate, source and research pricing, products, and contacts with vendors. Purchase supplies as needed. Maintain and gain new tax exempt and wholesale accounts with vendors.
- n Coordinate the negotiations for lease and terms. Be the liaison with landlord.
- o Coordinate office purchases around sales, GSO yearly closing for inventory and efficient ordering to minimize shipping costs.
- p Respond to email, phone, and print requests for information in a timely manner.
- q Be available 24/7 by phone for emergencies.
- r Coordinate regular inventories and research irregularities. Develop and implement inventory and money management system.
- s Design and maintain the ETIAA website with assistance from the webmaster, if available. Research, implement and train staff on new programs. Troubleshoot computers, printers, website, and programs. Update information as needed.
- t Research and attend training opportunities. Small Business Administration. Attend yearly Intergroups/Central Offices of AA Convention. Self-train as needed. Maintain a working knowledge of significant developments and trends in the field.
- u Maintain and administrate the ETIAA Facebook Group. Post relevant information to local AA Facebook groups and pages.
- v Attend and plan workshops and events as needed. Advise workshops on working with Intergroup.
- w Attend group business meetings as invited for outreach and education.
- x Prepare monthly E.T.I.A.A. representatives meeting agenda.

#### 10. Tasks to delegate

- a Manage the response to all incoming calls and visits from the suffering and recovering alcoholic, as well as those wishing to help them.
- b Maintain a current list of meetings and events and update the website, app and meeting list accordingly.
- c Recruit, train, and coordinate service workers for the hotline in coordination with the Hotline Committee Chair and service workers to assist in the office. Maintain Hotline Calendar. Delegate and oversee tasks completed by service workers.
- d Create, edit, design, print and disseminate meeting directories, newsletters, bookmarks, pamphlets, or any items requested.
- e Order and mail out special orders as needed.
- f Building maintenance/ janitorial services to provide a safe and clean environment. Maintain office equipment and workspace.
- g Maintain list of service opportunities and projects for service workers.