

## **South Mississippi Intergroup Association, Inc.**

### **Central Office Manager**

#### **Position Description**

**Location of Performance:** A majority of the duties will be performed at the South Mississippi Intergroup Central Office. Work will also be required periodically at conventions or meetings in the local area. The incumbent must have a reliable means of transportation to/from work.

**Period of Performance:** The South Mississippi Intergroup Central Office will be open from 10:00AM to 6:00PM, Monday through Thursday and between 10:00AM and 2:00PM Fridays. The office will be open based on the availability of volunteers; the Central Office Manager is not expected to cover vacant volunteer positions. The office is closed on Saturdays and Sundays. The incumbent is expected to work part-time, generally less than 20 hours per week, on a self-directed schedule as workload dictates. The incumbent will attend all South Mississippi Intergroup Committee meetings. The incumbent will represent the Central Office at conventions and similar events conducted within Zone 1.

**Sobriety Requirement:** Must be sober and have five or more years of continuous sobriety as of date of application.

**General Knowledge Required:** The incumbent must be able to read, write and speak English to a level of understanding commensurate to perform the duties and tasks of this position. The incumbent should possess knowledge of and the ability to apply the Twelve Traditions of Alcoholics Anonymous. The incumbent should possess the knowledge of A.A.'s mission and organizational structure, including an understanding of how the South Mississippi Intergroup Central Office supports all Zone 1 districts, all South Mississippi Intergroup Central Office Committees and all appointed work groups, and appointed persons.

**Specific Knowledge Required:** The incumbent should have knowledge of and can demonstrate proficiency to use computer hardware and software applications to conduct routine offices operations (i.e. prepare reports, newsletters, rosters, send emails). The incumbent should have knowledge of basic bookkeeping functions including the retention and filing of receipts and deposits, accepting payments by cash, check or credit card. The incumbent should have the knowledge and ability to conduct regular inventories of stock and have knowledge showing, promoting, and selling products and services.

**Supervisory Controls:** The incumbent will perform a majority of their assigned duties and responsibilities unsupervised. The incumbent must have the emotional maturity and good judgment to work independently. The incumbent will informally report to the South Mississippi Intergroup Chair as circumstances warrant. The incumbent will report formally to the Intergroup Board using a written report at all South Mississippi Intergroup monthly meetings.

**Guidelines:** The incumbent follows established policies, guidelines, plans and priorities established by the Alcoholics Anonymous General Service Office and the South Mississippi Intergroup Association, Inc. The incumbent has the authority over such matters as are necessary to ensure Central Office operations.

**Scope and Effect:** This position is critical to the South Mississippi Intergroup being able to carry the message to the alcoholic who still suffers. The South Mississippi Intergroup, affiliated

districts, groups, alcoholics and other individuals rely on the information provided by the Central Office. Further, the support services provided by the Central Office, such as assisting with event schedules, supporting local AA-related and non-related events, and functioning as a central distribution point for AA approved literature and materials are a significant benefit to various groups and members.

**Physical Demands:** The work requires the visual ability and manual dexterity to use a telephone, office machines, a computer, conduct inventories and properly operate a computer keyboard. The work may require the occasional lifting of boxes and other items weighing approximately forty (40) pounds or less and carrying these objects a distance of 100 feet or less.

**Work Environment:** Work is performed in a non-smoking office environment, suitably heated and cooled. The office spaces also contain storage for AA literature, supplies and equipment.

**Specific Tasks:**

- Support the operation of an AA Hotline answering calls 24 hours a day, 365 days a year.
- Gather information to aid in publishing an AA Group meeting schedule.
- Purchase and sell AA conference-approved literature.
- Purchase and sell other items as approved by the IG Committee.
- Electronically distribute a monthly newsletter and mail copies as needed.
- Electronically distribute AA-related flyers and other information to support AA activities.
- Provide information and AA-related flyers to support SMIG website.
- Perform other duties as assigned by the IG Committee.

**Functional Competencies Required**

- *External Awareness:* Understands the importance of sharing and coordinating the flow of information between Districts to promote harmony within the Fellowship; is aware of the importance of the organization's impact on the delivery of products and service support to the alcoholic who still suffers.
- *Financial Management:* The incumbent provides documents, data and other information to support development of a Central Office budget; makes recurring bank deposits; records donations; operates within established budget guidelines; prepares for and provides documents and other information for audits; makes regular recurring monthly reports to the South Mississippi Intergroup Committee.
- *Resource Management:* The incumbent purchases, orders, sells, and inventories office supplies, AA literature, chips/medallions, and other items specifically approved by the South Mississippi Intergroup Committee; conducts monthly inventories. Maintains an office filing system.
- *Volunteer Management:* The incumbent ensures effective recruitment, selection, training, development and recognition of volunteers to support the operation of the South Mississippi Intergroup Central Office, and information booths or tables at all local conventions.

- *Database Management* – The incumbent maintains a database of members to support South Mississippi Intergroup, affiliated District and Group activities (i.e. newsletter distribution, groups news, birthdays).
- *Interpersonal Communication Skills*: Considers and responds appropriately to the needs, feelings, capabilities, and interests of others. Treats others equitably. Demonstrates through personal performance the principles of honesty and integrity, and a strong commitment to perform quality work.
- *Customer Orientation*: The incumbent actively seeks customer input; ensures customer needs are met; continuously seeks to improve quality of services.
- *Flexibility*: The incumbent adapts to changes in the work environment and within Zone 1 districts; effectively copes with stress.
- *Diversity Awareness*: Respects and values the differences and perceptions of different peoples and groups.
- *Self-Direction*: The incumbent works persistently toward defined goals and objectives as directed by the Intergroup Committee; demonstrates self-confidence; manages time efficiently.
- *Influencing/Negotiating*: The incumbent networks with and provides information to district, group committee members and individuals within Zone 1. Fosters cooperation, communication and consensus among groups. Creates, builds and sustains trusting relationships with members and prospective members.
- *Self-Direction*: The incumbent plans and prioritizes, identifies required resources; plans and coordinates with others; monitors progress and outcomes; improves organizational efficiency and makes regular, recurring reports to the Intergroup Committee.
- *Oral and Written Communications*: The incumbent listens to others, speaks clearly and appropriately given the circumstances and listeners; refrains from using profanity; makes clear and effective presentations when required. Communicates effectively in writing using email, reports, newsletters, flyers and brochures. Makes email notifications as necessary concerning upcoming events and meetings.