



ALCOHOLICS ANONYMOUS

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Position: Office Manager

Job Specs:

- a. Annual Starting Salary of \$63,000.00, based on a 5 day, 40-hour work week.
- b. Sick Days, Vacation Days and Holidays as outlined in the Los Angeles Central Office Personnel Policy Manual
- c. Annual Reviews with the potential for performance-based pay increases. Reviews will be conducted by the Trustee and another member of the Compensation Committee.
- d. Health Insurance and Cell Phone Plan provided

Immediate Supervisor: The Central Service Committee, with oversight by the Trustee.

Overview: To manage and conduct all the day-to-day operations of the Los Angeles Central Office of Alcoholics Anonymous in a smooth and efficient manner. To lead, oversee and provide a safe and positive working environment for all office staff and volunteers. To ensure that the office is a place where all feel welcome.

Primary Responsibilities:

- a. Supervise and train all office employees and volunteers
- b. Conduct performance evaluations for all office employees, per the office Personnel Policy Manual
- c. Open the office for business, including set up of the front literature sales station
- d. Manage office organization and operation, including all literature and merchandise sales
- e. Book and literature ordering, management and quarterly inventory reconciliation
- f. Order and maintain general office supplies and materials for the continued efficient operation of the office
- g. Schedule and supervise a complete office inventory, at least once a year, usually in July
- h. Receive, account for and deposit contributions in accordance with AA's 7th Tradition and office policy
- i. Assure that receipt is given for all funds received and all funds due and payable by the Central Office
- j. When requested by the bookkeeper, assist with keeping and maintaining accurate accounts of all transactions and disbursements and report all transactions, disbursements, deposits, purchases, etc. on the first of each month to the Treasurer so the Treasurer may prepare the monthly report for the CPA
- k. Serve as a member of the Financial Committee and as one of the three co-signers on the financial accounts
- l. Work with the website committee to manage the content and maintenance of www.lacoaa.org according to office website guidelines
- m. When requested by the Central Service Executive Committee, serve as a non-voting member.
- n. Attend all Intergroup Association and CSC meetings
- o. Generate and present a written report of all activities relating to the Central Office at each monthly Central Service Committee and Intergroup Association meetings

- p. When requested, serve on various and ad hoc committees as requested by the Intergroup Association or the Central Service Committee
- q. Ensure the office is kept clean, organized and in good repair
- r. Communicate to the CSC when aware of vacant committee chairperson positions

General Expectations:

- a. Efficiency of Systems
 - 1. Maintain office area, work products, and information in an organized manner
 - 2. Work with other staff and, when necessary members of the CSC and Executive Committee, in creating, updating, and communicating systems
- b. Customer Service
 - 1. Serve as the voice and the face of office
 - 2. Perform and excel at all tasks related to customer service, ensuring a positive work environment for office employees and volunteers as well as anyone who walks through the office door
 - 3. Ensure anyone that calls in or comes to visit the office is treated with an attitude of helpfulness, kindness and respect
 - 4. Ensure employees and volunteers are polite and appropriate at all times
 - 5. Ensure difficult situations are dealt with in a compassionate and professional manner
 - 6. Maintain good relationships with our neighbors
- c. Maintenance and Cleanliness
 - 1. Responsible for the the office look and feel
 - 2. Manage and expedite all general repairs and upkeep
 - 3. Perform and delegate side projects
- d. Ordering and Inventory Management
 - 1. Responsible for keeping all literature and supplies stocked
 - 2. Effectively manage literature and supply orders
- e. Labor
 - 1. Effectively manage schedules (including your own), to ensure the office is running smoothly and efficiently, labor costs stay within budget, and overtime is kept at a minimum.
- f. H/R, Payroll, Reviews, and Documentation
 - 1. Update and maintain all personnel account files and documentation including any and all disciplinary actions
 - 2. Demonstrate knowledge of basic financial fundamentals, including basic books and record keeping
 - 3. Work with office Treasurer, Bookkeeper and Accountant to maintain and communicate detailed, accurate accounting and record keeping
- g. Management Skills and Values
 - 1. Lead by example, practicing principles before personalities
 - 2. Delegate effectively and empower employees
 - 3. Practice good time management
 - 4. Promote a positive environment
 - 5. Show respect for workers and volunteers
 - 6. Strive to be articulate, tactful, accurate and effective
 - 7. Exhibit the ability to listen and follow instructions

8. Demonstrate positive email etiquette
9. Maintain a calm and professional demeanor at all times

Acknowledgement:

I, _____, acknowledge that I accept the position of Los Angeles Central Office Office Manager as described in this document. The supervisor's signature verifies that this description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

Signature of Employee

Date

Signature of Supervisor

Date