**POSITION DESCRIPTION**

**POSITION TITLE:** **Cincinnati Intergroup Office Manager**

REPORTS TO:  Cincinnati Intergroup Board of Directors

SUPERVISES: Assistant Manager, Volunteers and Bookkeeper

**POSITION SUMMARY:**

The part-time Greater Cincinnati Intergroup Central Office Manager is responsible for the day-to-day operations of the Central Office, managing staff and volunteers, work in collaboration with the Intergroup Committees, and serve as a resource for members of AA and the community.

**QUALIFICATIONS:**

Office management experience, retail with computer proficiency. Ability to work independently, pay excellent attention to detail; organizational and customer service skills required.

**REQUIRED SKILLS:**

* Proficient with email, Microsoft Office Suite, Google Suite, Zoom, QuickBooks,
* Familiarity with QuickBooks and WordPress.
* Exemplary diplomatic and interpersonal skills to engage and motivate people.
* Strong problem solving and organizational skills.
* Initiative to work independently in addition to contributing to teams.
* Attention to detail; planning and logistics.
* Capable of building effective relationships with individuals, groups and communities of diverse backgrounds, perspectives, and cultures.
* Awareness of when to ask for help, advice and support.
* Read, write, speak and understand English with excellent verbal and written communication skills.

**RESPONSIBILITIES:**

* Answer and return phone calls, emails and requests for assistance in a timely manner.
* Collaborate with Intergroup Committees; refer requests for committee services to chairpersons in a timely manner.
* Maintain supply and inventory of literature, coins and other items.
* Distribute literature to trusted servants as outlined by the Treatment, Literature and Corrections Committee (TLC).
* Coordinate and supervise volunteers.
* Maintain records and schedule Night Owl Volunteers.
* Work in collaboration with the 12 Step Committee, coordinate call list and maintain records.
* Mail out the monthly Footsteps publication.
* Print the “Where and When” meeting listings.
* Collaborate with the Web Committee to ensure the update of meeting listings on the website, app.
* Maintain current contact list of Intergroup, Board and Committee members.
* Work with the Intergroup Treasurer, Finance Committee and Bookkeeper to keep accurate income and expense records, prepare invoices, and accounts receivable, make deposits reconcile QuickBooks accounts, Paypal and Venmo and prepare financial reports for Intergroup meetings.
* File and maintain necessary documents at Central Office.
* Manage and document event ticket sales.
* Attend Board meetings, prepare reports as directed.
* Delegate tasks to staff and volunteers.
* Supervise and train staff and volunteers.
* Maintain personnel records.
* Uphold office policies.
* Ensure that the office is covered during designated hours.
* Handle confidential and sensitive information with discretion.
* Participate in staff meetings and communicate relevant information with staff and volunteers.
* Pursue opportunities for professional development.
* Complete other duties as assigned.

**PREFERRED CANDIDATE PROFILE:**

The preferred candidate is a resourceful, collaborative individual who values public service, authentic community engagement and has a respect for, or a connection to, those suffering from alcoholism. The preferred candidate must have a minimum of five years continuous sobriety, a working knowledge of the Twelve steps, Twelve Traditions, Twelve concepts of World Service, and the AA Manual. Demonstrated dedication to Alcoholics Anonymous and service work.

**PHYSICAL REQUIREMENTS:**

This part-time position is generally Monday-Friday but includes work during special events on evenings and weekends.  The employee is frequently required to hear; use hands and fingers, handle or operate objects, operate a telephone and computer. Must have driver’s license, insurance, and vehicle to travel to community locations. The employee must be able to lift and/or move up to 40 pounds.

**DISCLAIMER:**

I understand the information contained in this Job Description. I understand I must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of the job, absent undue hardship. I further understand that this Job Description is not intended and should not be construed as an exhaustive list of all the responsibilities, skills, efforts or physical requirements/working conditions associated with my job. I may be required to perform additional tasks necessary to meet standards of quality and care.

**EMPLOYEE SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_** **PRINTED NAME:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Revision Date: 2-2024