



**Pinellas County Intergroup
Central Office Manager Policies & Procedures
Form COMPP v2.0**

JOB DESCRIPTION

CENTRAL OFFICE MANAGER OF PINELLAS COUNTY INTERGROUP

ALCOHOLICS ANONYMOUS

Hired by and Reports To:

- The hiring of the Central Office Manager will be handled by the Steering Committee.
- The Central Office Manager will report directly to the Executive Committee of the Steering Committee.
- Central Office Manager should be bonded.

Supervises:

- Central Office clerical staff and appropriate volunteers to Central Office.

Qualifications:

- Recommended minimum three (3) years continuous sobriety.
- This should include familiarity with AA organization.
- Part Time Employee Qualifications: Since the Part Time Employee is expected to fill in for the Central Office Manager during their absence (sick, vacation, etc), their qualifications are the same, except they only require one (1) year of sobriety.

Skills:

- Good typing (40-45wpm)
- Familiarity with computers in general and Word, Excel and QuickBooks
- Good verbal and written communication skills
- Ability to work well with groups and Intergroup Representatives
- Flexibility to work independently under changing priorities
- Dedication to Alcoholics Anonymous, its Traditions and General Service work

Functional Guidance:

- Guidance to all AA Groups in Pinellas County

- Share Traditions and suggested guidelines for Central Office functions
- Perform all functions in responding to calls from suffering and recovering alcoholics, as well as from the community, during the hours the office is open
- Maintain an inventory of approved books, pamphlets and other items for sale
- Perform all functions in accordance with normal office procedures, AA Traditions and responsibilities as described below

Responsibilities:

- Manage the response to all incoming calls and visits from the suffering and recovering alcoholic; promote participation in 12th Step calls by active recovering alcoholics; maintain a current list of volunteers from the Helpline Committee and refer such volunteers to callers requesting help during hours the office is open
- Respond to press and other local community groups by answering requests or referring calls/projects to General Service volunteers
- Oversee and instruct all other Central Office workers in the operation of the Central Office
- Consult with AA World Services in matters affecting Alcoholics Anonymous in Pinellas County
- Maintain an adequate inventory of books, pamphlets, and other items for sale to groups and individuals, placing orders in a timely fashion; arrange/assist with yearly inventory/audit; receive, record and deposit all contributions to Central Office
- Prepare approved invoices for payment; prepare checks for signature by appropriate member(s) of Steering Committee, such checks to be cosigned by Office Manager
- Prepare payroll checks on a timely basis
- Make appropriate payroll tax deposits and sales tax deposits in accordance with instructions.
- Attend all Steering Committee and Intergroup meetings; maintain records and supervise all special functions and other matters pertaining to AA in the area; review those items with the Steering Committee as appropriate and be available to answer questions from the Steering Committee concerning these matters; prepare copies of the Steering Committee Minutes and Intergroup Meeting Minutes for distribution at the Intergroup Meeting.
- Attend the quarterly meetings of the Intergroup Standing Committee of the South Florida Area Conference and inform the Steering Committee of the activity of the Committee; vote at this meeting in accordance to what is deemed to be in the best interest of Pinellas County Intergroup. Expenses for attendance at these Quarterlies are to be paid by Pinellas County Intergroup.

- Attend the annual AAWS Intergroup Seminar and prepare a report of this Seminar to be given to the Steering Committee. Expenses for attendance at this Seminar are to be paid by Pinellas County Intergroup.
- Perform such other duties and responsibilities as requested by the Steering Committee.

Hours:

- Central Office Manager will work all hours that the office is open, or arrange for the office to be covered in the absence of the Manager. Office Manager is also required to attend all Steering Committee meetings, Intergroup meetings, and specially called meetings as deemed necessary. Office Manager shall be on call at all times in case of an emergency.

Wages:

- The position of Central Office Manager is a salaried position. Any time over 40 hours per week, attending Steering Committee Meetings, Intergroup Meetings etc., will be compensated for by comp time as defined below. The salary that the Central Office Manager will receive is to be decided by the Steering Committee.

Sick Time:

- The Central Office Manager will receive 10 paid days of sick/personal time per year.

Vacation:

- The Central Office Manager will receive 5 paid vacation days after the first year of employment, 10 paid vacation days after the second year and through the fifth year. Starting with the sixth year, they will receive 15 paid vacation days per year.

Bereavement Leave:

- Paid bereavement leave of 3 days will be given when a family member dies. If the death is out of state, 2 additional days will be given, for a total of 5 days. This applies only to immediate family members, including in-laws and stepchildren. It does not apply to nieces, nephews, cousins, etc.

Comp Time:

- Employees will not be paid overtime. They will be compensated for any time worked over their normal working hours, by comp time, hour for hour.

Jury Duty Compensation:

- Employees will be compensated for jury duty at their regular wage.

Christmas Bonus:

- At the discretion of the Steering Committee, up to one week's salary may be given to each employee as a Christmas bonus.

Holidays:

- Central Office will be closed for the following paid holidays:
 - New Year's Eve (see below)
 - New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day Eve - close at 2PM
 - Thanksgiving Day
 - Christmas Eve (see below)
 - Christmas Day
- If a holiday falls on Saturday, the office will be closed on Friday. If it falls on Sunday, the Office will be closed on Monday.
- When Christmas or New Year's Day is on Saturday or Sunday, the office will close at 2PM on Friday and be closed on Monday. When Christmas or New Year's Day is on Monday, the office will close at 2PM on Friday and be closed on Monday. Employees will also be paid for these office closings.