



**San Francisco and Marin Intergroup**  
**Central Office Assistant Manager Position Description**  
August 2023

**Eighth Tradition, Long Form:** Alcoholics Anonymous should remain forever nonprofessional. We define professionalism as the occupation of counseling alcoholics for fees or hire. But we may employ alcoholics where they are going to perform those services for which we might otherwise have to engage nonalcoholics. Such special services may be well recompensed. But our usual A.A. "12 Step" work is never to be paid for.

**Job Summary:**

The Central Office Assistant Manager is responsible for overseeing the daily operations of the Central Office bookstore (Tuesday-Friday 10am-6pm and Saturdays 12pm-4pm), and ensures that the office operates efficiently and smoothly. The Central Office Assistant Manager coordinates and oversees administrative duties, greets customers/visitors, prepares correspondence, performs sales, manages supplies and directly supervises the Central Office volunteers. This position is under the supervision of the Executive Director (ED).

This is a full-time, in-office, non-exempt, hourly (overtime-eligible) position reporting to the Executive Director. Compensation offered will be commensurate with experience. The annual base pay range for this role is between \$55,000 to \$68,000. We offer excellent benefits including medical stipend, eligibility to participate in 403(b) with generous 8% employer match, 12 paid holidays and 11 PTO days in the first year.

Goals will be reviewed and re-established each year at the annual review and the special worker is expected to maintain and upgrade their skill level as needed to continue to successfully perform the role. Intergroup reserves the right to adjust work schedules based on the needs of the business.

## **Duties and Responsibilities by Functional Area:**

- Central Office Bookstore
  - Manages the inventory, stocks literature and updates the online bookstore.
  - Fulfills orders.
  - Greets customers or visitors.
  - Holds regular spot check inventories and leads annual physical inventory.
  - Orders literature and medallions after getting ED approval, and manages purchase orders.
  - Prints all locally-produced literature.
- A.A. Members and Group Services
  - Actively participates in volunteer recruitment, training, supervision and in scheduling for the Central Office volunteers.
  - Represents Alcoholics Anonymous to visitors and members of the fellowship at Central Office.
  - Oversees A.A. group requests for facility insurance.
- Financial Responsibilities
  - Administers sales transactions.
  - Processes 7th Tradition group contributions and individual contributions and maintains an accurate record of honorary, memorial and Grateful Giver contributions.
  - Assists with daily bookkeeping, including coding expenditures and matching bank deposits. Assists with resolving discrepancies.
  - Drafts and sends acknowledgment letters to A.A. groups and individual contributors.
  - Prepares and submits bank deposits.
  - Assists with pricing policies.
  - Oversees petty cash funds.
- Communications
  - Helps maintain the aasfmarin.org website and posts event fliers and updates to the website.
  - Assists with the weekly production of *The Buzz* (our digital newsletter), the annual report and any other communications needs.
- Database Management
  - Inputs trusted servant registration updates and meeting schedule changes in the database.
  - Assists with existing Airtable database, provides technical support, and works to achieve desired database performance.

- o Reviews data for accuracy and corrects errors.
- o Runs reports and data queries.
- o Tracks Central Office data, including number of visitors.
- Intergroup and Service Committees
  - o Assists with the monthly Intergroup meeting including preparing the packet and taking attendance. Fills in for the ED at Intergroup as needed.
  - o Manages the Teleservice helpline during Central Office hours and ensures the phones are transferred to Teleservice in the evening.
  - o In addition, as needed/requested:
    - Supports the Intergroup service committees, and attends meetings.
    - Assists with onboarding new Intergroup Committee Chairs.
    - Assists with and participates at events sponsored by San Francisco and Marin Intergroup and other local service entities.
    - Represents Intergroup at meetings or conferences, including ICOAA and NAATW.
    - Participates in the weekly ICOAA special worker meeting.
- Central Office Office Duties
  - o Serves as on-site point person for managing Central Office's IT infrastructure, and provides technical support.
  - o Helps troubleshoot hardware and software problems, and assists with improvements, upgrades and purchases.
  - o Assists with special projects and performs other duties as requested by the Executive Director and/or Board of Directors.
  - o Performs general office duties, such as filing, answering telephones, email inquiries, and handling routine correspondence.
  - o Assists in keeping the kitchen, restroom, and common space clean and takes out the trash weekly.
  - o Maintains office equipment/supplies and places orders as necessary.
  - o Develops and maintains work procedures for the position.
  - o Receives and sorts incoming mail/deliveries, and manages outgoing mail.

### **Preferred Qualifications and Skills:**

- Working knowledge of the A.A. Traditions and Concepts of World Service, and the ability to apply them in matters involving A.A. members of the general public and various professional communities.
- Ability to organize, plan and prioritize projects/tasks and likes to problem solve.
- Attention to detail to ensure tasks are completed thoroughly and correctly, and strong data entry skills.

- Strong interpersonal skills, both verbal and written.
- Ability to work without direct supervision.
- Strong computer skills including working knowledge of Google Suite, QuickBooks Online, Airtable (or other database), Adobe software and WordPress.
- Ability to sit for 4 hours, stand, lift up to 50 lbs; must display a calm demeanor in dealing with the public, able to deal with challenging interpersonal situations in a professional manner.
- Three years' work experience with increasing levels of responsibility and one years' work under minimum direct supervision which required supervision of employees and/or volunteers.
- Three years of continuous sobriety in Alcoholics Anonymous is suggested, although not required; and a demonstrated commitment to A.A. service at meeting level and at least one fellowship-wide service, i.e. Intergroup Representative, Teleservice, PI/CPC, General Service, H&I, etc.
- Spanish-speaking is a plus.

### **How to Apply:**

Submit your resume, cover letter and three work references as one PDF document to [christina@aasfmarin.org](mailto:christina@aasfmarin.org). Please include 'Central Office Assistant Manager' in the email subject line. Position is open immediately.

### **About Us:**

San Francisco and Marin Intergroup serves more than 900 A.A. groups in our common purpose of carrying the A.A. message of recovery to alcoholics. We provide important services for local 12th Step work, such as running Central Office, selling A.A. literature, publishing a local meeting directory and website and operating a 24-hour telephone hotline. In addition, Intergroup connects the local Fellowship to service opportunities, informs the public and professional community about A.A. and acts as an information exchange for announcements and events.

We are an Equal Opportunity Employer and recruit, hire, train, promote, and administer any and all personnel actions without regard to age, color, creed, disability, economic status, ethnic identity, gender identity, national origin race, religion, sex, sexual orientation, veterans status, or any other basis prohibited by applicable law.