



Position Title: Intergroup Office Manager

Reports To: Intergroup Executive Committee, Pinellas County Intergroup
Status: Non-Exempt

Duty Station: 340 Ulmerton Rd Suite 220, Largo, FL 33771

Overview:

The Intergroup Office Manager is the focal point of A.A. contact and communications for the Pinellas County Central Office and must be responsive to the needs of A.A. groups and members. The office manager must also have the ability to effectively represent area A.A. groups as the primary point of contact for outside agencies seeking general information about A.A. These include media, schools, churches, industry, and professionals including those working in the field of alcoholic rehabilitation.

The office manager functions under the guidance and supervision of the Intergroup Executive Committee. The central office operations functions under the guidance of the Pinellas County Intergroup Steering committee, salaried employees are expected to coordinate operational matters. The nature of the position is such that working hours may be flexible and volunteers may be used to coordinate activities. All applicants must be willing to submit to a background verification check and all new employees are subject to a standard 90-day probationary period; employment is at will. All employment terms of the office manager is adopted by the Pinellas County intergroup body. The office manager should be bonded.

Salary and Performance Evaluation:

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 office manager will receive is to be decided by the Steering Committee and subsequently adopted by the body. Bonuses, promotions, and/or COLA are determined by Steering Committee and adopted by intergroup body; compensation is in conjunction with employee performance reviews.

The Manager will receive an Annual Performance Evaluation from the Executive Committee and then may be considered for a salary increase by recommendation of the Steering Committee officers and a vote of the Pinellas County Intergroup. The initial salary will be determined based

on previous experience, hours worked, and duties performed.

Paid Time Off and Compensatory Time:

PTO is the number of paid days the Manager may take as vacation, holiday, sick time etc. All PTO must be scheduled and approved in advance and used in the calendar year in which it is accrued. Unused leave does not roll over and is not eligible as “cash” at the end of the calendar year or separation from employment. PTO shall be scheduled and approved in advance by the executive committee barring emergencies. In the event of an emergency, manager shall contact executive committee within 24 hours following unscheduled leave. Unexcused absences shall be counted as unpaid leave and subject to corrective actions.

PTO is based on a calendar year. If you are hired between Jan 1 and June 1 you will have a starting date for PTO in the current year. If you are hired after June 1, you are eligible for 7 days at the beginning of the next calendar year.

| <u>Tenure</u> | <u>PTO</u> |
|---------------|------------|
| 6mos – 1 yr | 10 |
| 1yr-7 yrs | 15 |
| 7ys-15 yrs | 20 |
| 15-20+ yrs | 25 |

Paid bereavement leave of 3 days will be given when an immediate family member dies separate from PTO above. This applies only to immediate family members, including in-laws and stepchildren. It does not apply to nieces, nephews, cousins, etc.

The manager shall work all open office hours or arrange for the office to be covered for manager PTO. The manager is required to attend all Steering Committee meetings, intergroup meetings, and specially called meetings as deemed necessary. Manager shall be on call at all times in case of an emergency.

- Central Office is closed in observance of the following holidays:
 - New Year’s Eve
 - New Year’s Eve Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Thanksgiving Friday
 - Christmas Eve
 - 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. Salaried employees are paid for these office closings.

Employees will not be paid overtime. They will be compensated for any time worked over their normal working hours, as 'compensatory time', referred to as comp time. Comp time is accrued in one-for-one hourly (60 min) intervals. Comp time shall never convert or be eligible for monetary compensation upon separation or during employee's tenure. Comp time shall not accrue or carry-over from year to year in excess of 40 hours. Employee's are encouraged to utilize all accrued comp time prior to use of PTO and shall be taken as comp time off within 120 days of its accrual or shall be forfeited. Comp time can not be saved to be paid out as accumulated but unused PTO time.

Meetings/Conferences/Training/Travel:

The manager is to 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.

The manager is to 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. All registration fee's, travel, accommodation and daily meal per diem expenses are to be at provided by Pinellas County Intergroup at same travel per Diem practices as District 1 and as approved by the steering committee.

The manager is to attend the annual AAWS Intergroup Seminar and prepare a report of this Seminar to be given to the Steering Committee. All registration fee's, travel, accommodation and daily meal per diem expenses are to be at provided by Pinellas County Intergroup at same travel per Diem practices as District 1 and as approved by the steering committee.

Desired Qualifications:

Sobriety. Pinellas County Intergroup resolution #470 recommends three (3) years continuous sobriety.

Customer Service. Manager is the face of the Pinellas County Alcoholics Anonymous Central Office thereby requiring positive personalized customer service coupled with the ability to demonstrate strong interpersonal and employee relation's skills.

Knowledge and organization. Manager prioritizes. Works efficiently and productively and manages time well. Central Manager possesses savvy business acumen with overall AA organizations i.e., traditions, steps, and service concepts.

Leadership. Manager leads staff and volunteers. Fosters teamwork, builds positive relations, and delegates responsibility to others that help all to achieve goals and business objectives.

Problem Solving. Manager takes a logical and analytical approach to solving problems

and resolving issues; demonstrates ability to approach problems from different angles. **Communication.** Central Manager commands good verbal, written and listening communication skills. Manager is confident and motivated to persevere in supplier/manufacturing negotiations for office purchase, lease, and supply needs.

Key Responsibilities and Duties:

1. Good typing (40-45wpm)
2. Manage the response to all incoming calls and visits from the suffering and recovering alcoholic and those wishing to help them; Respond to email, phone and print requests for information in a timely manner.
3. Open, operate and maintain the PCI Central office/store during open hours facility following procedures described in the A.A. Guidelines for Central or Intergroup Offices.
4. Coordinate with the Volunteer Coordinator for volunteers to assist at the office when needed; coordinate and train "Office Volunteers" to staff the office in the Manager's absence.
5. Order, maintain and price an inventory of approved books, pamphlets and other items for sale.
6. Coordinate inventory sales at fairs and special events. Make weekly bank deposits in cooperation with the elected Treasurer or bookkeeper.
7. Ensure that bills, deposits and financial obligations are met each month, including payments of state and federal tax reports and filings as needed.
8. Negotiate pricing and contracts with vendors.
9. Ensure that the physical office space, bulletin boards, restroom, and book room are kept neat and clean.
10. Coordinate annual inventory.
11. Update and maintain updated Standard Operating Procedures (SOPs) for all Manager daily duties for which an SOP is practicable. These SOPs and Duties will assist the Steering Committee in putting together the Manager's Annual Performance Evaluation sometime during the month of August. The Manager shall remind the Committee in June (verbally) that an appraisal should be done. Ultimately, however, the Steering Committee is responsible for conducting any appraisal or review.
12. Act as a liaison to community organizations service entities, local groups, and sobriety court.
13. Advise Steering Committee of changes that may evolve in the Key Responsibilities and Duties of the Manager's position. Because the entire composition of the Steering Committee changes every 2 years, the Manager is responsible for updating the Committee on the changes that might naturally occur in what the Manager's job entails. Represent PCI at special events as needed. Attend other misc. Committee meetings as scheduled.
14. Familiarity with A.A. service in such positions as secretary, treasurer, Intergroup Representative (I.G.R.), General Service Representative (G.S.R.), or other Area positions as well as the PCI Bylaws.

