

Connecticut Al-Anon Family Groups
Literature Distribution Center (LDC)

OFFICE MANAGER – Duties and Responsibilities

Approved By CT Al-Anon Family Groups Services, Inc. Board of Directors
4/13/2016

Tasks and Commitments

- A. Reports to the CT AFG Board of Directors' Chairperson.
- B. Performs such responsibilities as may be directed by the CT AFG Board of Directors' Chairperson.
- C. Prepares and presents written reports at the CT AFG Area Assembly meetings and to CT AFG Board of Directors as requested.
- D. Attends all LDC Finance Committee meetings.
- E. Works with the LDC Finance Committee Chairperson/Treasurer to maintain all LDC financial records.
- F. Manages/participates in the LDC's day-to-day operations.
- G. Documents hours worked for this paid hourly position and the Assistant Office Manager's paid position.

1. MANAGES THE OPERATIONS OF THE LDC

The LDC Office Manager performs or delegates all or portions of the following operations to the Assistant Office Manager and/or to qualified volunteers, unless otherwise indicated.

1.1. Literature Management

- 1.1.1. Inventory maintenance with proper inventory controls (including posting of literature orders and, annual, physical audit).
- 1.1.2. Ordering literature from the World Service Office (WSO) and proper handling thereof.
- 1.1.3. Literature sales – insure all are completed and shipped in a timely manner
- 1.1.4. Communications – insure all are handled appropriately in a timely and courteous manner.
- 1.1.5. Literature Consignments – provide literature for special events and coordinate these with the CT AFG Area Literature Coordinator.
- 1.1.6. Responsible for modifications and/or approval of literature controls and procedures.

2. MANAGES THE OPERATIONS OF THE OFFICE

The LDC Office Manager performs or delegates all or portions of the following operations to the Assistant Office Manager and/or to qualified volunteers, unless otherwise indicated.

2.1. Staff and Volunteer(s) Management (Staff management may be shared with the LDC Finance Committee Chairperson)

- 2.1.1. Insure that training is provided and that proper procedures are followed in the completion of assigned duties.
- 2.1.2. Provide direction to office staff (including assistant office manager) and to any volunteers.

2.2. Oversees Office Operations (shared responsibility with the LDC Finance Committee Chairperson)

- 2.2.1. Maintain facilities, equipment, and office supplies records.
- 2.2.2. Maintain necessary personnel (paid employees, if any) and all tax reporting files.
- 2.2.3. Responsible for facility security (including office key control).
- 2.2.4. Maintain prompt, courteous, effective relationships with vendors, landlord, members, volunteers, etc.
- 2.2.5. Maintain appropriate 'business casual' attire and grooming.

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- 2.3. Financial Management (May not be delegated - responsibility to be shared with the LDC Finance Committee Chairperson)
- 2.3.1. Responsible for the following:
 - 2.3.1.1. Cash and checks security
 - 2.3.1.2. Daily bank deposit of cash and checks and the bank/checkbook reconciliation
 - 2.3.1.3. Proper and prompt recording of all financial transactions
 - 2.3.1.4. Proper control and use of the LDC credit/debit card and checkbook
 - 2.3.1.5. Approval of all expenses incurred by the LDC/office up to \$200, with the exception of literature ordered from the WSO which shall be \$2,500.
 - 2.3.1.6. Approval of expenses beyond those amounts will be at the discretion of the LDC Finance Committee and/or the CT AFG Board of Directors.
 - 2.3.2. Provide necessary reports and recommendations for the LDC to the Area Assembly.
 - 2.3.3. Timely and accurate reporting to the LDC Finance Committee, CT AFG Board of Directors' Chairperson and its corporate Treasurer.
 - 2.3.4. Notify the CT AFG Board of Directors' corporate Treasurer of any changes in the LDC operations which may affect the financial conditions, reporting and/or the non-profit tax status of the LDC.
 - 2.3.5. All monthly LDC financial records (including: bank statement, bank reconciliation, and financial statements) must go to the CT AFG LDC Treasurer.

3. CT AFG AREA FUNCTIONS, STORAGE, ETC.

The LDC Office Manager performs or delegates all or portions of the following operations to the Assistant Office Manager and/or to qualified volunteers, unless otherwise indicated.

- 3.1. When necessary, assist the CT AFG Area Archives Coordinator with archives' storage and access.
- 3.2. Manage signage storage and access.
- 3.3. Manage and/or oversee the volunteers with CT AFG Area materials, supplies, storage, inventorying and access.

4. JOB QUALIFICATIONS – LDC OFFICE MANAGER

- 4.1. Minimum 5 years of continuous Al-Anon/Alateen membership.
- 4.2. A working understanding of Al-Anon/Alateen's Twelve Traditions and Twelve Concepts.
- 4.3. Knowledge of basic bookkeeping and accounting principles.
- 4.4. Computer experience with QuickBooks, Microsoft Office, Internet, and basic systems operations (ie: security, backing-up, software updating, etc.).
- 4.5. Ability to prioritize, multi-task, and/or assign tasks and responsibilities.
- 4.6. Ability to manage assistant office manager, staff, or volunteers.
- 4.7. Ability to work effectively with the CT AFG Board of Directors (management).
- 4.8. Possess strong interpersonal skills (including telephone and face-to-face communication).
- 4.9. Ability to attend meetings and working groups outside of normal office hours.
- 4.10. Pass background and credit check
- 4.11. Eligible to work in the United States