

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

ASSISTANT OFFICE MANAGER – Duties and Responsibilities

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

Tasks and Commitments

- A. Reports to the LDC Office Manager.
- B. Attends LDC Finance Committee meetings, upon request.
- C. Manages/participates in the LDC's day-to-day operations.
- D. Performs such other responsibilities as may be assigned by the office manager.
- E. Documents hours worked for this paid hourly position.

1. THE OPERATIONS OF THE LDC

The LDC Assistant Office Manager performs or may delegate all or portions of the following operations to qualified volunteers at the direction of the LDC Office Manager.

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. Responsible for the proper handling of WSO literature orders.
- 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 implementing modifications to literature controls and procedures.

2. THE OPERATIONS OF THE OFFICE

The LDC Assistant Office Manager performs or may delegate all or portions of the following operations to qualified volunteers at the direction of the LDC Office Manager.

2.1. Volunteer(s) Management (Share volunteer management with the LDC Office Manager and 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 volunteers.

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

- 2.2.1. Maintain facilities, equipment, and office supplies records.
- 2.2.2. Assists with the responsibilities for facility security (including office key control).
- 2.2.3. Maintain prompt, courteous, effective relationships with vendors, landlord, members, volunteers, etc.
- 2.2.4. Maintain appropriate 'business casual' attire and grooming.

2.3 Financial Management

- 2.3.1 Responsible for the following:
 - 2.3.1.1 Cash and checks security in the absence of the LDC Office Manager.

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3. CT AFG AREA FUNCTIONS, STORAGE, ETC. (shared responsibility with the LDC Office Manager)

- 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 ASSISTANT 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 work assignments..
- 4.6 Ability to work effectively with office manager, customers, and volunteers.
- 4.7 Possess strong interpersonal skills (including telephone and face-to-face communication).
- 4.8 Ability to attend meetings outside of normal office hours, upon request.
- 4.9 Ability to have a flexible work schedule to cover for Office Manager, as needed.
- 4.10 Pass background and credit check.
- 4.11 Eligible to work in the United States