

CT AFG Literature Distribution Center (LDC)

OFFICE MANAGER – Duties and Responsibilities

Revised and Approved by CT Al-Anon Family Groups Services, Inc. Board of Directors 9/25/2019

Tasks and Commitments

- A. Reports to the CT AFG Board of Directors' President.
- B. Performs such responsibilities as may be directed by the CT AFG Board of Directors' President.
- C. Prepares written reports related to LDC Literature for the CT AFG Area Assembly and the CT AFG Board of Directors as requested.
- D. Provides financial information regarding literature sales and office supplies to the LDC Treasurer when requested
- E. Manages/participates in the LDC's day-to-day operations.
- F. Documents hours worked for this paid hourly position and submits completed timesheets biweekly to the BOD President for payroll processing
- G. Requests for personal time off should be requested and approved by the Board of Directors' President no less than 2 weeks in advance (except in an emergency)

1. MANAGES THE OPERATIONS OF THE LDC 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.

1.1. Literature Management

- 1.1.1. Inventory maintenance with proper inventory controls, biannual physical inventory.
- 1.1.2. Ordering literature from the World Service Office (WSO) and proper handling thereof. REMOVE
- 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. Communicates with the Board of Directors' President any suggestions for modifications of literature controls and procedures for approval by Board of Directors CHANGE
- 1.1.7. Responsible for LDC operations during Area Assemblies

1.2. Staff and Volunteer(s) Management

- 1.2.1. The LDC Office Manager oversees staff and volunteers
- 1.2.2. Insure that training is provided and that proper procedures are followed in the completion of assigned duties.
- 1.2.3. Provide direction to volunteers

1.3 Office Operations Management

- 1.3.1 Maintain facilities, equipment, and office supplies records.
- 1.3.2 Responsible for facility security (including safe and office key control).
- 1.3.3 Maintain prompt, courteous, effective relationships with vendors, landlord, members, volunteers, etc.
- 1.3.4 Maintain appropriate 'business casual' attire and grooming

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1.4 Financial Management

- 1.4.1. Cash and checks security
- 1.4.2. Daily bank deposit of cash and checks
- 1.4.3. Proper and prompt recording of all financial transactions
- 1.4.4. Proper control and use of the LDC credit/debit card
- 1.4.5. 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. Amounts exceeding this must be approved by the Board of Directors
- 1.4.6. Provide timely and accurate reports and recommendations for the LDC budgeting and reporting to the LDC Finance Committee Treasurer, who presents report to the Area Assembly
- 1.4.7. Notify the CT AFG Board of Directors' President and Corporate Treasurer of any changes in the LDC operations.

2. 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.

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

3. JOB QUALIFICATIONS - LDC OFFICE MANAGER

- 3.1.1. Minimum 5 years of continuous Al-Anon/Alateen membership.
- 3.1.2. A working understanding of Al-Anon/Alateen Twelve Traditions and Twelve Concepts.
- 3.1.3. Knowledge of basic bookkeeping and accounting principles.
- 3.1.4. Computer experience Internet, basic systems operations and various software programs
- 3.1.5. Ability to prioritize, multi-task, and/or assign tasks and responsibilities.
- 3.1.6. Ability to manage assistant office manager, staff, or volunteers.
- 3.1.7. Ability to work effectively with the CT AFG Board of Directors (management).
- 3.1.8. Possess strong interpersonal skills (including telephone and face-to-face communication).
- 3.1.9. Ability to attend meetings and working groups outside of normal office hours if requested by the CT AFG Board of Directors
- 3.1.10. Pass background check
- 3.1.11. Will be bonded by the Area
- 3.1.12. Eligible to work in the United States