

DALLAS INTERGROUP ASSOCIATION

Office Manager Job Description

The Dallas Intergroup Association is a 501c(3) non-profit organization whose purpose is to support area AA groups and to help those seeking sobriety to connect with sober members of Alcoholics Anonymous. Our primary operating income is derived by voluntary contributions from AA members and groups. We also generate revenue through the sales of AAWS and Grapevine literature and other recovery related items via the Dallas AA Central Office, located in Farmers Branch.

The Office Manager is responsible to the Dallas Intergroup Association (DIA) Board of Trustees for the overall operations and financial performance of the office. Effective leadership and communication skills are critical components of this role in dealing with paid staff, volunteers, AA groups, vendors, and the Board.

Major Responsibilities:

- Oversee daily office operations and delegate tasks to the office assistant or volunteers as appropriate; in-office hours Monday-Friday from 9:30 AM–6:00 PM.
- Implement and execute best practices and processes to ensure the office runs smoothly, in accordance with established guidelines.
- Comply with and communicate AA's Twelve Traditions and Concepts with all volunteers, general callers, public officials, and Intergroup Representatives.
- Work with and report to the Board of Trustees, attending Board and Intergroup Representative Meetings each month.
- Ensure staff and volunteers are trained in handling incoming phone calls, inventory management, daily tasks, periodic/scheduled conventions, and special events (such as the annual Chili Cook-Off and Intergroup Anniversary).
- Operate and train Intuit POS (inventory/accounting) software system.
- Schedule and manage payroll for paid staff.
- Coordinate scheduling of 10-20 weekly volunteers to ensure daily office coverage, Monday-Friday from 10:00 AM–5:00 PM. Additionally, offer opportunities to support regional conventions, daily and planned events.
- Save monthly Nightwatch calendar and assign volunteer(s) to confirm each Nightwatch volunteer once per month. Transfer the phones at 5:00 PM Monday through Friday. Transfer to an AA group at 8:30 AM and transfer back to Intergroup at 10:00 AM, Monday through Friday.

- Accurately handle and report daily, weekly, monthly transactions (such as inventory), pay bills, make deposits using QuickBooks.
- Maintain and provide daily and weekly forward-facing components of the aadallas.org website, using the group information obtained from the IGR. Work with third party vendor to ensure website is updated accurately.
- Engage and utilize outside services where required (examples include IT services, website maintenance, bookkeeping, Point of Sale and QuickBooks consulting, etc.)
- Maintain monthly contact with the building landlord. Adhere to building/management company requirements with Board support.
- Order literature, merchandise, and supplies to maintain proper inventory levels.
- Perform complete physical inventories of literature and merchandise twice a year.
- Position requires occasional regional and overnight travel (to the annual Central Office Manager meeting, Assemblies and AA events throughout the NETA 65 area).

Minimum Requirements:

- 5+ years of current and continuous sobriety
- 3-5 years of management and supervision experience
- Deep understanding of the Twelve Traditions
- Some college required, college degree a plus
- Intermediate experience with Google apps, Excel, Word, and PDF
- Intermediate knowledge of QuickBooks
- Excellent communication skills, written and oral
- Strong ability to plan, organize, delegate, and supervise
- Thorough knowledge of general AA topics to appropriately respond to group questions
- Demonstrated experience in setting priorities and multitasking
- Ability to effectively interact with individuals at all levels
- Bilingual (Spanish) is a plus

Desired Experience:

- Active in service to AA
- Leadership in a non-profit or retail environment
- Retail sales experience
- Customer service experience
- Basic understanding of accounting principles