

**QUALIFICATIONS
CENTRAL OFFICE MANAGER
December 2015**

Accounting / Bookkeeping Basics

- Inventory Control (QB POS system)
- Accounts Receivable and Accounts Payable
- Bank Reconciliation
- Contracts & Payroll Administration (Time Sheets, W9s, W2s)
- Ability to use a 10-Key calculator
- Understanding of Non-Profit Status

Computer Skills

- Computer knowledge of Windows & Microsoft Office Suite, Quick Books Pro, Quick Books POS Pro

Interpersonal Skills & AA Knowledge

- Ability to deal with the public in a positive manner with a pleasant and friendly attitude. Maintain the same attitude with co-workers and volunteers.
- Comprehensive knowledge of & experience in 12 Steps and AA Structure (Secretary, GSR, DCM, SBR, COR, etc.)
- Must be able to handle 12 Step calls and how to direct them to members of Alcoholics Anonymous. Ability to train the volunteers in the same protocol.
- A good knowledge of the 12 Steps and Traditions. Ability to lead Central Office to ensure we abide by these principals.
- Good organizational skills

JOB DESCRIPTION / DUTIES
CENTRAL OFFICE MANAGER

1. To supervise the day to day operations of the Central Office. To safeguard the 12 Steps and Traditions of Alcoholics Anonymous activities in the Greater New Orleans Area. Maintain an atmosphere of warmth, understanding, cordiality, consideration and patience so that the newcomer, visitor and the long-timer will always feel welcome.
2. Carry out all policies and procedures generated by the Board of Trustees as listed below:
 - a. Daily Bank – All cash/check transactions shall be logged on the computer by the end of the day or following Monday when offsite weekend events are supported. A printout of the types of transactions will be provided for the CPA. Deposits will be made at a minimum weekly.
 - b. Accounts Payable – Process all checks for expenses on the computer and provide the printout of the General Ledger breakdown, along with the filled out checks to the Board of Trustees to be signed. Generate all checks to be paid in a timely manner with CPA.
 - c. Bank Reconciliation – Reconcile bank statements monthly to balance with amount shown on books – the ending balances should match each month after making any adjustments for bank service charges (which must be posted in the computer). Provide copies of all statements to the CPA.
 - d. Purchase Orders – A purchase order will be issued for each vendor before ordering merchandise. The quantities necessary to replenish stock is determined by the Inventory listing from the QB POS system. All vendor invoices must show this purchase order number on their invoices.
 - e. Special Events – Ensure that budgets of any and all income and expenses involving special events/fundraisers such as, but not limited to DAAy in the Park, Big Deep South Convention, Workshops, Etc. will be an extension of the Daily Reports and the Accounts Payable.
 - f. Financial Reports - Provide all reports from the QB POS system, along with the monthly bank statements over to the CPA.
 - g. Payroll records – A time sheet must be kept for each paid employee showing actual hours worked, and/or PTO (Paid Time Off) for each pay period. PTO is described in the section of the Central Office Policies and Procedures. Central Office hours are Noon to 6 PM Monday through Friday and Saturday 10AM to 1PM. Maintain a log of PTO.
 - h. Central Office Reports – Prepare a weekly report on Central Office activities and the end of each week to be emailed to Board of Trustees by Friday COB. Prepare a report on business and financial matters handled by Central Office to be read at each Service Board meeting.
 - i. Meeting Books – Update the meeting list on the website daily for any new additions, changes or cancellations of meetings for groups and make necessary changes.
 - j. Answerphone/12 Step Call List – Coordinate with the Answerphone/12 Step Call List Chairperson to see if any help is needed in updating the lists to keep them current.
 - k. Bulletin – Regular contact with the Bulletin Chairperson (When no Chairperson is available handle the duties) to give updates of meetings, events, Service Board news, anniversaries, district information. The bulletin is to be mailed and emailed monthly.

Deadline for additions to the bulletin is the 25th of the month for timely distribution by mail and email.

- l. Group Information – Maintain and update all current lists of Group Information, bulletin subscriptions and Central Office Backers (C.O.B.) Notify members of expiration/renewals and update lists for mailing and email accordingly.
- m. Training – Maintain proficiency in the use of the computer and software applications. Train the Part time Assistant Manager in all aspects of the Manager's job so that person can take over in the absence of the Manager. Train all volunteers to handle telephone, register and perform normal office procedures.
- n. Miscellaneous – Assist in the transition of Board of Trustees each year. Assist all committee Chairperson's in the operations/responsibilities of their respective committees. Maintain all Central Office forms and other committee forms that are provided by Central Office.
- o. Website – Support website updates and coordination of content.
- p. Inventory – Use QB POS system to print out a list of items showing the "Max/Min" status and compare to actual quantities on hand to determine items that need to be re-ordered. Inventory will be updated in the computer as it is received and the Accounts Payable invoice is processed. It shall be the responsibility of the office manager to maintain control of inventory at all times. Reordering of Inventory – as established by the POS system.
 - i. MUST BE IN FULL CONTROL OF THE STORE ROOM. VOLUNTEERS ARE NOT TO REMOVE ANYTHING FROM STORE ROOM.

CENTRAL OFFICE POLICIES AND PROCEDURES

PRIMARY PURPOSE - To be of maximum service to the fellowship of Alcoholics Anonymous of the Greater New Orleans Area.

- To report to the fellowship, through the Trustees all matters of business and finances relating to the day to day operations of Central Office. In accordance with the By-Laws amended and adopted by the Service Board. Manager should report weekly to the Trustees as to the office activities of the week.
- To cooperate with and carry out all policies and procedures implemented by the Service Board Trustees.
- To safeguard the Twelve Steps and Traditions of Alcoholics Anonymous activities in the Greater New Orleans Area.
- To maintain an atmosphere of warmth, understanding, cordiality, consideration and patience, so the newcomer, the visitor and the long-timers will always feel welcome.

BUSINESS HOURS -Monday through Friday, Noon to 6:00pm and Saturday, 10AM to 1PM.

BOARD OF TRUSTEES -The Board of Trustees consists of a Chairperson, Vice-Chairperson and a Secretary and is elected annually. Elections shall be at the Service Board meeting in June. The trustees shall appoint a treasurer and it shall have entire freedom of action in the routine conduct of the business affairs of the Service Board and of Central Office. The Board of Trustees shall supervise and oversee all committees and/or activities arising from or covered by the By-Laws of Central Office.

FULL -TIME PAID EMPLOYEE - It is the policy of the Board of Trustees to conform to the Fair Labor Standards Act and the applicable laws of the State of Louisiana with regard to employment.

1. Office Manager of Central Office - They shall be paid on a salaried basis. Pay period will be on the 1st and 15th of every month.
2. Paid Time Off (PTO) - 2 weeks (10 days) will be given with normal pay after one year of continuous service. PTO is not accumulative and must be taken during the year they become eligible. A two-week notice must be given for PTO to be authorized. PTO must be documented and kept on file.
3. At least one of the Trustees must be notified of all PTO and must sign the time sheet when the PTO is taken. The Board of Trustees, in particular, the Chairperson, must be kept informed of the status of the PTO.
4. Personal Phone Calls I Business - Personal phone calls and personal business is to be limited during normal business hours.
5. Holidays – Central Office Closed

HOLIDAY	DAY CLOSED
New Year's Day	Friday, January 1 st
Mardi Gras Day	Tuesday, February 9 th
Memorial Day	Monday, May 30 th
Independence Day	Monday, July 4 th
Labor Day	Monday, September 5 th
Thanksgiving Day	Thursday, November 24 th
Christmas Day	Observed Monday, December 26 th