EDMONTON AND AREA ALCOHOLICS ANONYMOUS

Office Manager – Job Description

Position title	Office Manager
Organization	Edmonton Central Office Society
Reports to	Central Office Board (COB)
Location	Central Office, Edmonton, Alberta. This is an in-office position; it is not remote or hybrid.
Schedule	Monday to Friday, full time - 37.5 Hours per week.

Position Summary

The Office Manager runs the day-to-day operations of Edmonton and Area Alcoholics Anonymous (AA) Central Office on behalf of the Central Office Board (referred to as COB or the Board). The role combines office administration, bookkeeping and payroll, volunteer training and supervision, literature and merchandise inventory, and monthly reporting to the Board. The Office Manager is the point of continuity in the office and volunteers are an extension of this role.

Central Office operates in the spirit of the AA Twelve Traditions. The Office Manager serves the fellowship and the Board; the Board governs and supports the position.

Key Responsibilities

The following is a general outline and not a complete list of every task. Other job-related or one-time tasks may be assigned by the Board as the position grows and changes; these will be discussed with the Office Manager before implementation. Support will be provided in cases where tasks are beyond the office manager's capabilities.

1. Office Management and Daily Operations

- Open and run the office each day; ensure posted office hours are kept.
- Manage the office phones answering service in partnership with volunteers.
- Handle email and general correspondence for Central Office.
- Prepare the daily cash float and assist the front-desk volunteer with balancing at the end of the day.
- Keep office equipment operational and maintained (photocopiers, computers, phones) and supplies stocked.
- Delegate day-to-day tasks to volunteers (cutting meeting lists, assembling newcomer packages, pricing, and stamping incoming literature, packing phone and mail orders).
- Review vendor contracts and service agreements (e.g. telephone/internet, suppliers) and seek the best available rates. The Office Manager recommends vendors, service levels and presents contracts to the Board for approval and signature.
- Compile and submit the annual City of Edmonton property tax exemption application for non-profits, including the required landlord letter and supporting documents.

- Organize the annual volunteer appreciation event and the holiday open house (usually held the same day as the AGM).
- If required, conduct an employment search for an additional office position under the supervision of the Central Office Board.

2. Volunteer Management

- Train, coach, schedule and supervise all office volunteers. Maintain the volunteer manual and other office procedure documents as living documents.
- Recruiting volunteers is a shared responsibility of the Board and Intergroup; the Office Manager identifies needs and reports them to the Board and Intergroup so they can be filled.
- Telephone volunteer room (typically two volunteers) – train and oversee volunteers to:
  - answer phones and look up meeting information for callers; take Twelve-Step calls and Bridging the Gap calls and keep the Bridging the Gap binders current.
  - take medallion orders and assemble phone-in and mail orders (weigh and measure for postage).
  - receive and price incoming literature orders, stamp pamphlets, cut meeting lists and assemble newcomer packages.
  - stock the front shelves and host the noon meeting at the office.
- Front desk (typically one volunteer) – train and oversee the volunteer to:
  - prepare invoices for walk-in literature, medallion and card sales and process prepaid group orders.
  - contact the next day's Twelve-Step phone volunteers as a reminder.
  - send medallion orders to the vendor.
  - answer overflow calls when the telephone room is busy.
  - balance the daily float at the end of the day.
  - Balance Point of Sale (POS) and literature prepaid accounts.

3. Bookkeeping and Payroll (Sage accounting software)

- Maintain all accounting entries on a daily, weekly, monthly, and yearly basis.
- Make bank deposits at least once per week and reconcile deposits against the daily front-desk reports.
- Pay monthly expenses by cheque or direct withdrawal. Invoices or appropriate documentation must be on file before any cheque is signed.
- Process payroll and collect and remit all Canada Revenue Agency source deductions.
- Provide the accountant with the information needed to reconcile GST accounts and, if required, remit GST payments to Canada Revenue Agency (CRA).
- Provide the Board Treasurer with accurate month-end financials from the accounting system, including budget comparisons, income statements, balance sheets, group donations and splits, and bank reconciliations.
- Prepare year-end accounting and collaborate with the Treasurer and accountant to complete year-end financial statements, T4s and source-deduction reconciliations. Ensure year-end accounting is presented to the Board and Intergroup.

4. Literature, Merchandise, Inventory and Sales

- Oversee all literature and merchandise purchasing to maintain proper inventory levels (books, pamphlets, medallions, cards, and other merchandise).
- Oversee pricing, stocking and sales of inventory and fulfilment of group, phone, and mail orders.
- Process group contributions and splits (GSO, Area, Central Office) and file the related receipts.
- Compile annual sales statistics (e.g. Big Books, chips) for the Board's AGM reporting.
- Organize and complete semi-annual inventory of all stock.

5. Reporting and Society Administration

- Prepare a written report for the Board at least monthly covering the status of Central Office finances, operations, volunteers, and personnel. The Board forwards this report to Intergroup.
- Attend Board or Intergroup meetings when requested by the Board (this is paid time).
- Provide the Board Secretary with the information needed for the annual Alberta Societies return and for maintaining charitable status with CRA. Filing is the responsibility of the Board.
- Between Board meetings, direct any requests for information, clarification, or direction by email to the whole Board for review.
- Support intergroup by providing photocopying for the meetings and manages intergroup meeting attendance documents to the intergroup secretary and distributes the minutes once they are available.

6. Records and Continuous Improvement

- Maintain paper and electronic records, including group files (registration forms, member lists for the ECO News editor, contribution receipts), accounts payable, and Board and Intergroup minutes.
- Make ongoing efforts to digitize records and workflows and to improve office efficiency using the tools available (Microsoft 365, OneDrive, SharePoint), so that information is easy to find and the office can continue to operate smoothly through staff or volunteer changes.

Qualifications

Required

- A good understanding of the AA program with a minimum of 5 years of continuous sobriety.
- Strong leadership and communication skills; able to give direction to volunteers in a thoughtful, non-authoritarian manner.
- Strong working knowledge of computers, Microsoft Office / Microsoft 365, and general accounting software.
- Able to keep up with daily, weekly, and monthly accounting entries and perform all payroll-related tasks.
- Able to work in conjunction with the Treasurer and accountant(s) to provide year-end financial documentation.
- Organized, dependable and able to work independently in a small office while supporting a changing roster of volunteers.

Assets

- Experience with Sage accounting software.
- Experience supervising or coordinating volunteers.
- Experience improving office processes or moving paper records to digital systems.

Working Conditions

- In-office position, Monday to Friday. Remote or hybrid work is not available.
- No overtime is paid or banked. Any work outside regular hours must be approved by the Board in advance.
- Medical benefits begin after 3 months.
- Probationary period is set by the Board and discussed during the interview.

Supervision and Performance Review

- This position is supervised by the Central Office Board, which is responsible for ensuring the terms of this job description are met.
- The Board provides timely coaching and feedback and an annual written performance review conducted by at least two Board members.
- The Board conducts a 360 review once a year, gathering input from volunteers, Board members, operating committee chairs, and other members as required.