

Office Manager Job Description

Al-Anon Family Group of Massachusetts, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information, and shared experiences. AFG of MA, Inc. maintains a business office in Westborough, MA whose primary purpose is to assist the Area World Service Committee (AWSC) in performing its duties, guided by the Traditions and Concepts of Service, as well as the By-Laws of the Al-Anon Family Groups of Mass., Inc. The Office Manager reports directly to the Area Chair which rotates every three years. Although portions of this job can be achieved remotely, this is a full-time, in-person, exempt administrative position based in the Westborough Office.

Responsibilities

Maintains leases, files, schedules, and records for the Area Office which may include rental, insurance, tax forms, payroll, personnel, minutes, agendas, and other sensitive data. Receives monthly group information and prepares, distributes, and mails the Monthly Bulletin. Manages in-person registration at Assemblies.

Provides ongoing bookkeeping and financial support to the office by maintaining all financial records and producing accurate, timely financial reports. Maintains and oversees checking, savings, investment accounts, processes 7th Tradition donations (cash, check, PayPal) and makes in-person deposits to the bank as necessary.

Works closely with outside accountant to produce year-end financial data and manages part-time clerk to ensure accurate accounting transactions (literature purchases, donations, and presently QuickBooks). Working closely with the Treasurer and Budget Coordinator, sits on the Budget Committee and provides timely reports to Treasurer and Budget Coordinator.

Presently acts as the Area Group Record Coordinator (with voice and no vote), maintains the meeting list, registers new groups, works closely with the website team to process group changes, researches and communicates with DR's and WSO to ensure accurate group records.

Monitors, manages, and maintains office equipment, supplies, and inventory of Conference Approved Literature (CAL). Responsible for unpacking incoming orders, posting information, packing, and shipping orders as required. Interacts with vendors, volunteers, and staff to ensure smooth operations of office and literature distribution.

Researches and responds to business communications via mail, email, telephone and in person, disseminating information to new members, professionals, vendors, and volunteers in a professional and courteous manner, utilizing the spiritual principles found in the Traditions, Concepts, and Warranties. Maintains logs, action items, and refers callers to appropriate resource. Presents professional demeanor in all interactions, maintaining appropriate anonymity.

Presently acts as Area Alateen Process Person (with voice and no vote), manages, monitors, and oversees the recertification of new and existing Al-Anon Members In Alateen Service. Works closely with WSO to ensure compliance by strict deadline.

Effectively builds good relationships with Area Service volunteers, support Area Officers, Coordinators, District Representatives, and Ad Hoc Committees. Attends Area, AWSC, Assemblies, and Steering Committee Meetings.

Occasionally required to attend in-person meetings held evenings and weekends. May also be invited to attend Thought & Task Force meetings, as needed.

Supervises, trains, and manages office staff and volunteers and other duties as assigned.

Qualifications

- Understanding Al-Anon's Twelve Traditions and Concepts of Service and the ability to apply the spiritual tenets found in these Legacies with staff, volunteers, professionals, vendors, and members.
- Experience with bookkeeping, deposits, receipts, payroll, and payment tracking.
- High School degree required, bachelor's degree or Professional Administrative Program a plus. Strongly prefer at least five years' experience as an Executive Assistant or Office Manager.
- Proficiency in MS Office (Excel, in particular), QuickBooks, Google applications and PayPal.
- Eligible to be certified as an Al-Anon Member in Alateen Service (AMIAS) in Massachusetts.
- Occasional lifting of boxes (approximately 20 lbs) required.

Skills

- Excellent time management skills and ability to multi-task and prioritize work.
- Outstanding attention to detail and ability to work independently under tight deadlines.
- Excellent written and verbal communication skills.
- Strong organizational and planning skills in a busy environment.
- Excellent interpersonal skills and the ability to professionally interact with both the fellowship and the public.

Salary is negotiable, predicated on experience.

AFG of Mass. is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Send resume to the Area 25 Chair at chair@alanonma.org