

Job Description: Special Worker / Office Manager

Job Title: AA Special Worker / Office Manager

Organization: Contra Costa Intergroup / Contra Costa AA Service Center

Location: Pleasant Hill, CA (in-person)

Reports to: Contra Costa Intergroup Operating Committee (IOC)

Employment Type: Full-Time

Position Summary

The Office Manager serves as a trusted and responsible AA Special Worker, supporting the daily operations of the Contra Costa AA Service Center. This individual ensures the smooth functioning of office administration and communications, performing a variety of administrative, clerical, and operational tasks to support members, volunteer staff, and visitors while helping carry the message of Alcoholics Anonymous.

The ideal candidate demonstrates dependability, respect for confidentiality, and a commitment to serving the recovery community. This is a paid, non-AA policy-making role, consistent with AA's Tradition Eight: "Alcoholics Anonymous should remain forever nonprofessional, but our service centers may employ special workers."

Key Responsibilities

Office Administration

- Manage the Service Center's day-to-day office operations, supplies, equipment, and vendor relationships cost-effectively, ensuring consistent service hours.
- Oversee front-office operations; greet and assist members, volunteers, and visitors professionally and courteously.
- Maintain a clean, organized, and welcoming environment.
- Ensure phones are answered promptly; calls and messages are routed appropriately, and that all inquiries from the public, professionals, and AA members are responded to in a timely manner, in accordance with AA principles.
- Monitor literature and merchandise inventory, ordering, and sales; ensure AA-approved materials are consistently available.
- Maintain accurate and up-to-date electronic and hard-copy records, files, and communications for Intergroup Operating Committee activities.
- Continuously verify and update meeting schedules, website content, and other informational resources as directed by the Intergroup Operating Committee.
- Oversee the **Office Volunteer Coordinator**; assist with training or supervision as needed.
- Assist the **Publishing Chair** with *The Communiqué* compilation, printing, and distribution.
- Assist the **Special Events and Membership Chairpersons** with administrative and organizational support for Intergroup events and workshops.
- Support Intergroup committees (**Hotline, PI, Service**) with administrative and communication tasks as needed.
- Manage meeting rentals at **193 Mayhew Way**, including scheduling, collecting and tracking rent, periodically coordinating meetings with secretaries, and ensuring clean facilities with the necessary equipment/supplies needed for day-to-day operations.

Financial and Reporting

- Process daily receipts, group contributions, and deposits accurately and timely.
- Review, approve, and pay invoices promptly, keeping the Intergroup Treasurer informed.

- Maintain and safeguard accurate bookkeeping records and support the Treasurer in ensuring sound financial practices.
- Prepare regular reports on office activity, literature sales, and key metrics for Operating Committee meetings.
- Support the annual budgeting and audits.

Communications & Community Support

- Attend and support all Operating Committee and Intergroup meetings, ensuring agendas, minutes, and relevant documents are prepared and distributed.
- Maintain good relationships through clear and respectful communication with local AA groups and Districts within Contra Costa County.
- Coordinate distribution of The Communiqué, meeting lists, flyers, and announcements consistent with AA Traditions.
- Ensure the Service Center is represented in a professional, respectful, and spiritually grounded manner in alignment with AA principles, by all personnel and volunteers.

Qualifications

Required

- Minimum of 5 years continuous sobriety and a member of Alcoholics Anonymous.
- Strong understanding and personal experience with AA Traditions and Concepts.
- Excellent organizational, time management, and multitasking skills.
- Exceptional written and verbal communication.
- Ability to prioritize tasks and manage multiple deadlines.
- Proficiency with office software, cloud, and document management platforms (e.g., Microsoft 365, Canva, Google Workspace, QuickBooks, OneDrive).
- Skilled in scheduling, document management, and data entry.
- Proficient bookkeeping skills, including tracking expenses, processing invoices, and reconciling records.
- Strong understanding of accounting principles and financial recordkeeping.
- Prior office administration experience, organizing workflows, coordinating tasks, and supporting daily operations.
- Self-motivated, able to prioritize, take ownership of tasks, and follow through to completion.
- Professional, service-oriented, and able to remain calm and compassionate when interacting with individuals in all stages of sobriety.

Desired

- Experience working in a nonprofit or service-oriented environment.
- Background overseeing volunteers or staff.
- Familiarity with website content management and digital communications.

Work Hours & Compensation

- **Status:** Full-Time (40 hours/week)
- **Compensation:** \$62,400/year (\$30/hour) plus healthcare stipend
- **Schedule:** Monday–Friday, 9am–5pm (or as agreed), occasional evenings/weekends for meetings, events, or special projects.
- **Initial Employment Term:** Three (3) years
- **Extension:** May be extended for up to two (2) additional years upon mutual agreement of all parties.

Spirit of the Position

The Office Manager plays a vital role in supporting AA's primary purpose—to help the still-suffering alcoholic—by maintaining the essential functions of the Contra Costa AA Service Center. This role requires a balance of professionalism, compassion, and humility in service.

Equal Opportunity Employment Philosophy

Contra Costa AA Service Center is an equal opportunity employer. We value diversity and are committed to an inclusive workplace. All qualified applicants will be considered for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, age, disability, or veteran status.