



# ALCOHOLICS ANONYMOUS SOUTH AUSTRALIA



## OFFICE ADMINISTRATOR

### POSITION VACANT

The Central Service Office (CSO) of Alcoholics Anonymous (AA) South Australia is seeking a **suitable applicant with a minimum of three years sobriety** for the position of Office Administrator.

The position entails the day to day running and coordination of the CSO in cooperation with, and reporting to, the Central Service Committee via the Committee Chairperson.

The hours of employment are 9.30am to 4.00pm Monday through Friday. The expected commencement date will be reliant on the recruitment process. The CSO Committee envisions the successful applicant starting date to be October 2020, commencing with a training period of one month.

Remuneration is level 5 Clerks Private Sector Award 2010 + 20%. Consideration will be given to job share applications.

#### Duties of the Office Administrator:

- ✓ Data entry
- ✓ Experience using Office 365, Word, Excel, Publisher, Outlook, & various other programs
- ✓ Knowledge of MYOB - including statutory and payroll, or ability to learn
- ✓ Receipting of funds and banking
- ✓ Fellowship enquiries and responses
- ✓ Coordinating and supervising volunteers
- ✓ Maintaining and continuously improving current office documents and processes
- ✓ Receiving and addressing enquiries from the public and from institutions
- ✓ General office and administrative duties
- ✓ Attendance at CSO and Council Meetings
- ✓ Administrative support to the CSO Committee
- ✓ All work is expected to be undertaken with adherence to the Twelve Steps, the Twelve Traditions, and the Twelve Concepts of Service of AA

*It is recommended that all applicants spend some time in the office with the current administrator prior to application.*

#### Term

The successful applicant will be offered will be offered a two-year contract renewable at the discretion of the committee. The position is Part Time at 30 hours per week. A three-month probationary period applies.

#### How to Apply

Please submit a cover letter of no more than two pages demonstrating your suitability for this role. Include a current CV and 3 referees. Also submit your fellowship history, any service positions you have held, or committees you have been on, etc.

**Applications close September 7, 2020.**

#### Submit by Mail or In Person to

CSO OA Recruitment Sub-Committee - Your Name - Position Vacant (Office Administrator) - Alcoholics Anonymous - 203/95 Currie Street - ADELAIDE SA 5000, or

**Submit by Email to [cso@aa-sa.org](mailto:cso@aa-sa.org)** - Your name - Position Vacant (Office Administrator).

**For more information contact Chris on 8221 6888.**



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### Role

- The CSO Administration Officer is accountable to the Central Service Committee
- Maintain procedures for running the Central Service Office
- Provide high level customer service to members of the fellowship, the public and other service structures of Alcoholics Anonymous.
- Attendance at monthly CSO and quarterly Council Meetings
  - Implement initiatives decided by the CSO Committee as they relate to the operations of the Central Service Office
  - Administrative support of the Committee Members
- Maintain all documents as necessary to support the CSO in carrying out 12-step work, for example 12 Step Member Register, Group Details, Meetings Lists, etc.
- Other normal office and administrative duties
  - Establish and maintain systems for file management.
  - Assist in maintaining and enhancing CSO administrative systems and procedures
  - Answers telephone and email enquiries from internal and external customers in an efficient and courteous manner, providing timely responses, follow-up and feedback.
  - Actively participates in continuous improvement activities relating to member services.
  - Provide support to the Members of the Central Service Committee
- Financial
  - Manage the day to day data entry and payment of accounts payable, invoicing, payroll, banking, and ensure that payment is received for all invoices raised.
  - Support the Treasurer with information to finalise end of month reporting
  - Ensure that all Statutory Payments and requirements are met
- Communications
  - Manage the correspondence and communications of the CSO and determine that relevant parties be given correspondence received.
  - Ensure the Brand and Trademark of Alcoholics Anonymous is used within the Guidelines for all publications
- Office Premises
  - Manage the lease requirements ensuring that all responsibilities of Alcoholics Anonymous are met, and reported to the CSO Committee.

### Have Working Relationships with

- CSO Committee
- Members of Alcoholics Anonymous
- Other Service Structures in Alcoholics Anonymous
- Members of the public
- Professionals in the Community

### Demonstrate knowledge and understanding of

- The 12 Steps, 12 Traditions, and 12 Concepts of World Service of Alcoholics Anonymous
- Service in Alcoholics Anonymous
- Ability to respond to 12 Step Calls

### In Summary

- The ability to work alongside volunteers and value their contribution
- Excellent communication skills and a professional telephone manner
- Computer skills and a willingness to learn new systems
- The ability to work autonomously and as a member of the Central Service Committee
- Previous experience working in an office environment an advantage
- Proven ability to work within the Twelve Concepts of Service and Traditions of Alcoholics Anonymous
- Demonstrate ethical behaviour and practices consistent with the Alcoholics Anonymous 12 Steps, 12 Traditions and 12 Concepts of Service.