

**INTERGROUP CENTRAL OFFICE  
ASSOCIATE DIRECTOR OF OPERATIONS  
Job Description**

The purpose of Central Office is to provide literature, information, 24-hour phone coverage, and other services to AA groups and members in Santa Clara County – functions which are best handled by a centralized office – all in service to the groups in their common purpose of assuring that the message of AA reaches the still-suffering alcoholic. Central Office is often the face of AA in our community and the first point of contact for the alcoholic in need, as well as for the media, the public, family members, professionals, and others.

Accordingly, it is imperative that the Interim Associate Director of Operations Intergroup Central Office assure the excellence of its services, that it is, within our Traditions, “attractive”, and that it functions with competence, skill, and compassion within a friendly, welcoming environment. The following is a general description of the various duties and expectations of the Associate Director of Operations in furtherance of the above. The overarching consideration of the Associate Director of Operations is to ensure that the needs of the Santa Clara County AA Community are met through the provision of services that are best suited to addressing those needs, and the below duties should always be implemented with that goal in mind. The duties include, but are not limited to, the following:

**A. General**

1. Attendance at all Intergroup and Board meetings and implementation of IG and Board policies and directives
2. Supervision and training of staff and volunteers
3. Maintenance of equipment, furniture, and supplies
4. Financial, accounting, investment and related operations
5. Assurance of legal, tax, insurance, and related requirements
6. An information and operations resource to IG and to the Board

**B. Central Office Services**

1. Maintenance of literature, books and other inventory
2. Publication of Meeting Directory, Newsletter, and handouts
3. Maintenance and supervision of Diverter and 12<sup>th</sup> Step operations
4. Website maintenance

**C. Other AA Service Entities, Traditions, and Service to Members**

1. Cooperation and coordination with other AA service entities
2. Providing information regarding local and other AA functions
3. Staying abreast of local Intergroup Council, IG standing committees (Diverter, Activities, Outreach, and Web Committees) and H & I, PICPC, SCCYPA and other local AA service committees
4. Honoring the Traditions in all activities and operations
5. Responding to member questions, concerns, and suggestions

It is expected that the Associate Director of Operations will regularly attend the meetings of the Northern California Central Office Managers and the annual Central Office/Intergroup/AAWS/GV Seminar. Additionally, the Associate Director of Operations will attend such meetings of other AA service entities only as is practical, taking into account such considerations as distance, time away from the office, monetary cost, and relevance to Central Office operations.