



AA Service Council for WA Inc
ABN: 36 482 379 373

Claisebrook Lotteries House
33 Moore Street East Perth WA 6004
E: csocomsecretary@iinet.net.au

November 7th, 2022

JOB DESCRIPTION

Central Service Office Perth - PAID OFFICE WORKER

Role:

The CSO Office Worker will be accountable to the CSO Administrator and will provide assistance to the CSO Administrator as required.

Tasks include:

- Maintaining procedures for running the Perth Central Service Office.
- Provide high level of customer service to members of the Fellowship, the public and other service structures of Alcoholics Anonymous.
- When requested: attend regular monthly Central Service Committee meetings.
 - Implement initiatives decided by the Central Service Council as they relate to the operations of the Central Service Office.
 - Administrative support to the committee members.
- Assist in maintaining all documents as necessary to support the Central Service Office in carrying out 12-Step work, for example: 12 Step Member Register, group details, meetings list etc.
- Other duties as required.

Other normal office administrative duties:

- Establish and maintain systems for file management.
- Assist in maintaining and enhancing CSO administrative systems and procedures.
- Answer telephone and email enquiries from internal and external customers in an efficient and courteous manner, providing timely responses, follow-up and feedback.
- Actively participate in continuous improvement activities relating to member services.
- Provide support to the members of the Central Service Committee.
- Order and maintain literature stocks including tokens.
- Conduct stock take of literature mid-year and annually.
- Assist with the monthly Serenity Magazine Mail-out.

Financial:

- Manage the day-to-day data entry into accounting system (XERO), and payment of accounts payable, invoicing, payroll, banking; and ensure that payment is received for all invoices raised.
- Support the Treasurer with information to finalize end-of-month reporting and making records available for Annual Audits.
- Ensure that all statutory payments and requirements are met
- Reconcile cash and Cash Book at close of business each day.
- Reconcile cash and Cash Book each morning at start of business.
- Reconcile Petty Cash book monthly.
- Bank money weekly, or as required.

Communications:

- Manage the correspondence and communication 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 and Insurance requirements ensuring that all responsibilities of Alcoholics Anonymous are met, and reported to the Central Service Committee.

Have Working Relationship With:

- Central Service Committee
- Members of Alcoholics Anonymous
- Other service structures of 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
- Ability to respond to 12 Step Calls

In Summary:

- The Ability to work alongside the Office Administrator and volunteers, and value their contribution.
- Excellent communication skills and a professional telephone manner.
- Computer skills and willingness to learn new systems.
- The ability to work autonomously and with 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 behavior and practices consistent with the Alcoholics Anonymous 12 Steps, 12 Traditions and 12 Concepts of Service.

Essential Criteria:

- The Paid Office Worker must be an active member of Alcoholics Anonymous.
- The Paid Office Worker must have 2+ years sobriety.

Applications to be emailed to: csocomsecretary@iinet.net.au
by **5pm, Wednesday 14th December, 2022.**

For all enquiries, please email: csocomsecretary@iinet.net.au