

**Central Office Coordinator**  
**Position Open, Applications being Accepted**

**Summary**

The Central Office is seeking a new Coordinator. The Coordinator is responsible for overseeing the daily operations of the Central Office of Albuquerque, Inc., ensuring efficient support of Alcoholics Anonymous' in the Districts it serves. This includes managing office operations, supervising volunteers and employees, maintaining financial records, and facilitating communication within the A.A. community through the Intergroup. The Coordinator must uphold A.A. principles, provide balanced leadership, and ensure operations align with A.A. traditions as well as adhering to Central Office policies and bylaws. More information can be found in the Central Office Policies and Bylaws.

This is a paid Special Worker position, distinct from the trusted servant roles elected within A.A.'s service structure. The Coordinator is an employee performing essential administrative functions and is not an elected official or representative of A.A. Their role, guided by A.A. traditions—particularly Tradition Eight—focuses on managing daily operations of the Central Office rather than A.A. service work. Compensation: Estimated at \$2,992 to \$3,742 per month or an equivalent hourly rate depending on the final compensation model. Will include paid time off.

**Duties and Responsibilities**

1. **Operational Management:** Oversee the day-to-day operations of the Central Office, ensuring it operates efficiently and in accordance with established Central Office policies, procedures, and bylaws and adheres to A.A. traditions.
2. **Volunteer & Staff Supervision:** Supervise and train volunteers and the Alternate Coordinator, foster a cooperative work environment, and ensure effective and respectful interactions with visitors and callers.
3. **Financial Oversight:** Manage office finances, including revenue from sales, contributions, and prudent reserve funds, while ensuring financial transparency and compliance with financial policies. The role focuses on financial stewardship and supports financial sustainability, there's no financial solicitation involved.
4. **12-Step Call Line Oversight:** Ensure the 24/7 12-Step Call Line is effectively managed and staffed by trained volunteers.
5. **Literature & Merchandise Sales:** Manage the sale and inventory of A.A. literature and related materials, ensuring compliance with A.A. guidelines and Central Office procedures.
6. **Office Technology & Security:** Maintain the office's technology systems, security protocols, and operational procedures to ensure smooth functioning and safety.

7. **Strategic Planning:** Lead the development and execution of both short- and long-term strategies to enhance Central Office operations, ensuring alignment with the evolving needs of the A.A. community. This will include collaborating effectively with the Steering Committee and navigate a multi-leader structure with professionalism and adaptability. Foster open communication with the Intergroup, actively listening to their collective input and responding constructively to their needs.

### **Working Conditions and Physical Effort**

- The role requires prolonged periods of sitting, standing, and occasional lifting of office supplies and literature.
- Work is primarily performed in an office environment with occasional outreach activities.
- May require handling emotionally charged situations with individuals in crisis while maintaining professionalism and adherence to A.A. principles.
- Occasional travel may be required to attend meetings or events related to Central Office operations.

### **Application Process**

**A complete application includes a cover letter addressing the required knowledge, skills, and abilities listed in this posting, along with a resume containing full legal name, contact information, education, work experience, and relevant qualifications. Applicants must also provide three professional references, noting their relationship to the candidate (e.g., supervisor, co-worker, associate).**

For best consideration, applications should be submitted by 5 PM on Monday, February 24, 2025. The position will remain open until filled. Interviews are expected to begin the last week of February, with a targeted start date between March 1 and April 28, 2025. Hiring decisions and interviews will be conducted by eligible Steering Committee members per Central Office Bylaws.

Applications should be sent to [intergroupliaison@albuquerqueaa.org](mailto:intergroupliaison@albuquerqueaa.org) and email submission is preferred. If email submission is not possible, applications may be dropped off at the Central Office. Applicants who meet the position requirements based on their application materials will be invited to an interview with the Steering Committee. To accommodate all participants, both candidate and interviewers will have the option to attend either in person or virtually. Only information included in application materials will be considered. Even if an applicant has a connection with a Steering Committee member, undocumented qualifications cannot be considered.

### **Include in Cover Letter**

#### **Education**

- Please indicate if you have a high school diploma or equivalent. Higher education in business administration, nonprofit management, or a related field is preferred.

## Knowledge, Skills, and Abilities

- **Operational Expertise:** Demonstrated ability to oversee daily office operations, ensuring compliance with established policies, procedures, bylaws, and A.A. traditions while maintaining an efficient and well-organized workplace.
- **Leadership & Supervision:** Proven experience in supervising and training volunteers and staff, fostering a cooperative and professional work environment, and ensuring positive and respectful engagement with visitors and callers.
- **Financial Stewardship:** Strong proficiency in financial oversight, including budget management, revenue tracking, cost control, and financial reporting. Ability to ensure financial transparency and sustainability while adhering to established financial policies, without engaging in solicitation.
- **Program Management:** Ability to oversee the 12-Step Call Line, ensuring it is effectively managed and staffed with trained volunteers to provide consistent and reliable support.
- **Inventory & Sales Management:** Experience managing the sale and distribution of A.A. literature and related materials, ensuring accurate inventory control and compliance with A.A. guidelines and Central Office policies.
- **Technology & Security Oversight:** Strong technical acumen to maintain office technology systems, implement security protocols, and uphold operational procedures to ensure efficiency and workplace safety.
- **Strategic Planning & Governance:** Ability to develop and execute strategic plans that enhance Central Office operations and align with the evolving needs of the A.A. community.
- **Communication & Interpersonal Skills:** Excellent verbal and written communication skills to effectively collaborate with a multi-leader structure and able to foster constructive communication with a broader community (Albuquerque Intergroup).
- **Problem-Solving & Conflict Resolution:** Strong ability to assess situations objectively, adapt responses to maintain harmony, and mediate conflicts in a constructive and solution-oriented manner.
- **Adherence to A.A. Principles:** Deep understanding of A.A. traditions, concepts, and organizational structure, ensuring all office operations align with the guiding principles of Alcoholics Anonymous.

## Conditions of Employment

- Must be an active and committed member of Alcoholics Anonymous with at least five years of continuous sobriety preferred but not required.
- Must pass a background check, whenever one is requested, and adhere to Central Office confidentiality and security protocols.
- Must be willing to work flexible hours, including evenings and weekends as necessary.
- Must maintain abstinence from alcohol and other mind-altering substances unless medically necessary.

- Must uphold the principles and traditions of Alcoholics Anonymous in all professional interactions.

**Final Note:** The Central Office Coordinator is a crucial role in ensuring the continued service and support of Alcoholics Anonymous in Albuquerque. This position requires dedication, strategic thinking, and a commitment to the core principles of A.A. while fostering an inclusive and supportive environment for all who seek help.