

O'ahu Intergroup of Hawai'i, Inc.
O'ahu Central Office Manager - Job Description
Revised 2025.12.18

Position Overview

O'ahu Intergroup of Hawai'i, Inc. (OIG) is responsible for ensuring that the organization consistently fulfills its mission of supporting Alcoholics Anonymous groups and members throughout the island O'ahu, in alignment with the Twelve Steps, Twelve Traditions, and the A.A. Service Manual. The O'ahu Central Office serves as the primary point of contact for A.A. groups, A.A. members, and outside organizations seeking general information about Alcoholics Anonymous.

OIG delegates to the O'ahu Central Office Manager ("Manager") the effective and efficient day-to-day operations of the O'ahu Central Office. This position is responsible for administrative & operational leadership; volunteer supervision and community support; financial and literature operations management; technology and information management; public information and community communications. The Manager ensures timely coordination of Twelve-Step calls, oversees literature inventory, maintains online information, and supports OIG committees, adhering to OIG and AA documents, including but not limited to OIG By Laws, OIG Structures & Guidelines, OIG Financial Policies, OIG Website Policies, and A.A. Guidelines available from the A.A. General Service Office.

Required Qualifications

- Familiarity with the Twelve Steps, Twelve Traditions, and A.A. service structure.
- Strong administrative, organizational, supervisory, and communication skills.
- Experience with office operations, basic accounting, and customer support.
- Proficiency with QuickBooks Online (QBO), Google Workspace, WordPress, and other digital communication tools.
- Ability to multitask, work independently, and maintain confidentiality.

Work Environment

- In-office position located at the Oahu Central Office.
- Regularly requires evenings (twice monthly) and occasional weekend availability for events or urgent operational needs while maintaining maximum 30 hour work week.
- Daily frequent interaction with volunteers, A.A. members, all committee members, vendors, and the public.
- Requires flexibility, professionalism, discretion, and a spirit of service.

Employment Classification

- Per OIG By Laws and OIG Structures & Guidelines, reports directly to OIG Officers.
- This position is classified as at-will employment.

Key Responsibilities

1. Administrative & Operational Leadership

- Ensures consistent, effective, day-to-day operations of the Oahu Central Office.
- Assists with the prompt handling of Twelve-Step responses and volunteer assignments.
- Provides administrative support to OIG committees and Steering Committee Officers.
- Maintains accurate Oahu meeting schedules ensuring timely updates in print and online.
- Supports OIG communications, announcements, newsletters, and digital postings.
- Ensures the adherence to OIG Documents including Financial, Website and Budget requirements, and A.A. Traditions, Concepts for World Service, and Guidelines published by A.A. World Service and Grapevine
- Stores OIG Archives, sorting and organizing as time permits.

2. Volunteer Supervision & Fellowship Support

- Supervises a volunteer staff in cooperation with the Volunteer Coordinator responsible for recruiting, training, and scheduling:
 - Office Volunteers (10-12 in total), 2-3 working two shifts daily during office hours,
 - Phone Angels (16 in total) 2-3 working two shifts after office hours.
 - 12th Step Volunteers - maintains contact list by district and alphabetically
- Regularly updates Volunteer Training Binder as necessary.
- Works collaboratively with the Volunteer Coordinator on recruitment and scheduling.
- Assists Volunteer Coordinator with in-office training, guidance, and ongoing support of volunteers in handling phones, office duties, and Twelve-Step relay calls.
- Maintains a welcoming and service-oriented environment for volunteers, groups, and visitors.
- Manages the after-hours phone forwarding via e-voice.
- Directs the fulfillment of online literature orders.
- Documents OIG equipment and supplies for OIG events and loans to fellowship member groups

3. Financial & Literature Operations Management

- Records in QBO: literature sales, contributions, and expenses.
- Creates reports in QBO, verifying entries against monthly bank statements;
- Works with the Treasurer to prepare monthly OIG financial reports;
- Sends thank-you messages and contribution receipts using QBO;
- Manages accurate literature inventory utilizing QBO, including where required:
 - creating accurate product/service account interfaces,
 - monitoring sales,
 - timely purchasing restock,
 - conducting month-end physical counts, and
 - adjusting accounting system quantities;
- Completes standardized month-by-month tracking, reporting to the Steering Committee:
 - literature inventory, including sales and purchases,
 - office visitors,
 - calls received in-office and after-hours, and
 - website traffic;
- Scans source documents into QBO including
 - vendor contracts, tax returns;
 - volunteer handwritten sales receipts & payment documentation;
 - deposit slips and bank statements;

- expense receipts for reimbursement and expense payment checks;
 - all pre-numbered voided financial instruments;
- Reconciles digital payments manually, identifying contributors and merchant fees, accurately identifying batch deposits of
 - PayPal,
 - Stripe, and
 - WP Give;
- Prepares deposits utilizing QBO undeposited funds to match FHB deposits for timely reconciliation;
- Engages the services of a certified tax preparer selected by the Steering Committee to prepare year-end tax returns for Finance Committee review and Steering Committee approval prior to signature and timely filing;

4. Technology & Information Management

- Utilizes Google Workspace (Drive, Docs, Sheets, etc.) for office management and documentation;
- Maintains the Oahu Intergroup website utilizing WordPress, including:
 - Adding, updating, and removing
 - Meeting listings and
 - Events and announcements, and
 - Processing transactions for
 - online literature orders and
 - online contributions;
- Manages the eVoice call-forwarding system, routing to volunteers' phones and updating volunteer schedules as needed.
- Supports basic troubleshooting, coordinating with vendors for technical issues.

5. Public Information & Community Communications

- Serves as the primary OIG contact for A.A. groups, members, and the general public;
- Provides accurate information, within the boundaries of A.A. Traditions, to outside entities including media, schools, churches, hospitals, businesses, and recovery professionals;
- Directs volunteer fulfillment of online literature orders and related inquiries received through email and via phone;
- Ensures timely website dissemination of OIG news, updates, and meeting notices;
- Delivers to ALL parties respectful communication in person, by phone, and in writing respecting the principles of Alcoholics Anonymous and in the Spirit of Aloha.