Intergroup Association, Inc.
5151 Mitchelldale Suite, B10, Houston, Texas 77092, aahouston.org, 713-686-6300

Houston Intergroup Office Manager – Job Description

Qualifications:

- Must be an active AA member, with at least 5 years of continuous sobriety and AA service experience.
- Proficiency in Microsoft Office Suite and QuickBooks required; ability to learn other software (e.g., WordPress, Constant Contact, MailChimp).
- Strong communication, leadership, conflict resolution, and customer service skills.
- Highly organized, detail-oriented, able to prioritize and adapt to changing tasks.
- Full-time availability (40+ hours/week).

Key Duties:

- Oversee daily operations of AA Intergroup Office, ensuring adherence to policies and procedures.
- Supervise and support staff, manage payroll, and maintain accurate employee records.
- Handle bookkeeping, retail/online bookstore transactions, deposits, contributions, and sales tax reporting; coordinate with bookkeeper on financial and tax forms.
- Prepare monthly financial reports for board and delegate meetings; manage meeting reminders and website uploads.
- Attend mandatory monthly BOT and Delegates meetings and be available to the Board as required and/or necessary.
- Respond to inquiries about AA by phone, online, or in person, forwarding as needed to either the Intergroup Board or appropriate SETA Area 67 committee.
- Maintain group and customer contact lists, publish and distribute the bimonthly newsletter, coordinate website updates, and maintain all databases.
- Ensure bookstore is staffed and operational.
- Assist the IG Board Events Chair in planning events and workshops.
- Manage office contracts, permits, insurance, cleaning, alarm systems, and record retention.
- Coordinate annual inventory, maintain statistical reports, and handle office errands.
- Serve as backup for administrative tasks, including meeting changes, inventory, and bookstore management.
- Regularly update and document standard operating procedures, advise the Steering Committee on evolving responsibilities, and support annual performance reviews.

Holidays: Office closed on major U.S. holidays including New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving (2 days) , and Christmas (2 days).