

St. Paul & Suburban Area Intergroup

Office Manager — Job Description

Hourly / Nonexempt, June 2026

About Intergroup

St. Paul & Suburban Area Intergroup's primary purpose is to assist the AA groups of Saint Paul and the surrounding suburban area in carrying the message of Alcoholics Anonymous to those who still suffer. Intergroup derives its legitimate authority from, and is responsible to, the member groups it serves. In all its activities, policies, and proceedings, Intergroup observes the practice and spirit of AA's Twelve Traditions and Twelve Concepts for World Service, as well as its three legacies of Recovery, Unity, and Service.

Position Summary

The Office Manager is the chief administrator of the Intergroup office and the main point of contact for communication. It is a "special worker" position, as defined by the Twelve Steps and Twelve Traditions. The Office Manager is the primary person who makes the Intergroup function: running the store, keeping the books, supporting communications, and coordinating volunteers and part-time staff. See below for a detailed list of responsibilities.

Reporting & Supervision

- Hired by and reports to the Intergroup Board of Directors.
- Directly supervises part-time staff and office volunteers.
- Serves on the Board as directed by Intergroup's bylaws and reports to the Board and Group Representatives at monthly meetings.

Classification, Hours & Compensation

- Office hours: Monday–Friday, 9:30 AM–5:30 PM, and Saturday, 10:00 AM–2:00 PM. These hours may change depending on staff coverage and availability.
- Schedule: The Office Manager is expected to work 40 hours per week during open office hours and to schedule part-time staff to provide additional coverage.
- FLSA classification: Non-exempt (hourly). The position is eligible for overtime.
- Compensation: \$19.23–\$24.04 per hour (approximately \$51,000–\$55,000 per year at 40 hours/week), depending on experience, with accruing paid time off.
- Overtime: Hours worked over 40 in a workweek are paid at one-and-one-half times the regular hourly rate. Overtime must be approved in advance by the Board Chair.

Required Qualifications

- Three years of continuous sobriety and active participation in the AA program of recovery.
- Working knowledge of AA's Twelve Steps, Twelve Traditions, and Twelve Concepts of World Service, and an understanding of the AA service structure from the group level through the General Service Office (GSO).
- Minimum of two years of office management or comparable administrative experience.

- Demonstrated bookkeeping and basic financial skills: cash handling, deposits, bill payment, collections, and preparation of routine financial reports. Experience with QuickBooks (or comparable accounting software) is essential.
- Proficiency on a personal computer, including word processing, spreadsheets, email, and web/online tools.
- Good written and oral communication skills, and the ability to represent AA professionally with the public and outside agencies.
- Ability to work independently, exercise sound judgment, and delegate effectively.
- Availability to attend monthly evening Board/Representative meetings and weekend events as required.

Preferred Qualifications

- Prior experience in office management.
- Familiarity with MacOS and Windows; Microsoft Office (Excel, Word); Google Workspace (Docs, Sheets); Zoom; printers, phone systems, and point-of-sale systems.
- Experience with Adobe InDesign or comparable publishing software (for the Lifeline newsletter and meeting directory).
- Working knowledge of QuickBooks Online and of running payroll through ADP.
- Familiarity with the AA Service Manual and AA Guidelines for Central/Intergroup offices.

Key Responsibilities

Office Management

- Open and close the office on schedule each day, keeping the store and work areas neat, clean, and welcoming to visitors and callers.
- Answer and route incoming calls promptly and courteously, providing meeting information, literature guidance, and Twelfth-Step referrals consistent with AA's primary purpose.
- Maintain complete, organized records of all business functions, including sales, contributions, correspondence, vendor files, and volunteer/personnel records.
- Keep office computers, software, and files organized, current, and backed up on a regular schedule; arrange equipment or IT repairs as needed.

Store, Inventory & Sales

- Operate the Intergroup store: assist walk-in customers, process sales through the point-of-sale system, and reconcile the cash register at the close of each day.
- Maintain a current literature display and an adequate stock of AA-approved books and pamphlets for both individual and bulk/group purchase.
- Order and restock inventory from AA World Services (AAWS) and other vendors; receive and verify shipments, price items, and stock shelves (weekly).
- Process and fulfill online-store and group orders accurately and promptly.
- Conduct a physical inventory count and reconcile it to QuickBooks (annually).

Financial & Payroll

- Record sales, charges, contributions, and deposits in QuickBooks Online and reconcile to register and point-of-sale reports (daily).
- Prepare and make bank deposits (daily/weekly).

- Pay vendor bills and manage accounts payable on schedule; maintain accounts receivable and pursue prompt collection on literature purchases.
- Prepare and submit bi-weekly payroll through ADP; track hours and PTO, and maintain communication with ADP regarding tax deposits and filings.
- Track Faithful Fivers and group contributions, record them accurately, and send timely acknowledgment/thank-you letters (monthly).
- Reconcile bank, credit-card, and contribution accounts monthly; assist the Treasurer and accountant with monthly financial statements, the annual budget, and required corporate/nonprofit filings.

Communications & Publications

- Produce, edit, print, and mail the monthly Lifeline newsletter by the first of each month.
- Maintain an accurate, up-to-date schedule of AA meetings; coordinate with the Web Servant so that additions, changes, and cancellations are promptly reflected on the website.
- Coordinate the periodic (typically twice-yearly) update, proofing, and printing of the St. Paul and Suburban Area meeting directory.
- Respond to email and written inquiries from groups, members, and the public in a timely, professional manner.

Supervision & Volunteer Coordination

- Schedule, train, and supervise part-time staff and office volunteers; maintain a current volunteer roster and office-coverage schedule.
- Prepare and update written training materials and ensure new volunteers are oriented to office procedures and AA guidelines.

Board Support & Events

- Attend and help organize the monthly Intergroup Board and Group Representative meetings (third Tuesday); assemble welcome packets for new Board members.
- Provide the Board with a written and oral monthly report on office operations, finances, and any issues requiring Board attention.
- Serve as liaison among volunteers, member groups, the public, and the Board.
- Support Intergroup events (such as the open house and workshops): assist with location and room setup, flyers and Lifeline/website notices, supplies, ticketing, and equipment, and keep records to hand off to future event chairs.
- Attend all Intergroup events and assist with technical setup and tear-down.
- Carry out other duties reasonably required to keep Intergroup operating effectively.

Physical Demands

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- Regularly sit and work at a computer for extended periods, using a keyboard, mouse, and phone (bookkeeping, payroll, correspondence, and newsletter/directory production).
- Regularly stand, walk, and move about the office and store to assist customers, retrieve inventory, and operate the point-of-sale system.

- Regularly use hands and fingers for typing, handling cash and literature, and packaging orders; frequently reach with hands and arms, including overhead and below waist level.
- Regularly bend, stoop, kneel, or crouch to stock shelves, retrieve inventory, and fulfill orders.
- Occasionally lift, carry, and move items weighing up to 25–30 pounds, such as cartons of books and literature received from AA World Services; assistance should be requested for heavier loads.
- Occasionally set up and tear down tables, chairs, and audio/visual equipment for Intergroup meetings and events.
- Close vision and the ability to read both printed and on-screen materials.
- Ability to communicate clearly in person, by phone, and in writing.
- May travel occasionally to make bank deposits, mail materials, or attend events.

Benefits

Paid Time Off

- Vacation: 10 paid vacation days in the first year of employment (accrued at 2.5 days per quarter); 15 paid vacation days in the second year and beyond (accrued at 3.75 days per quarter).
- Sick and Safe Time Leave: Up to 48 hours per year; accrued at 1 hour per 30 hours worked

Paid Holidays

- New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Leave

- Bereavement: 3 paid days for the death of an immediate family member; 2 additional days (5 total) when out-of-state travel is required. One day bereavement leave will be granted for grandparents, nieces, nephews, cousins, etc.
- Jury duty: Compensated at regular pay, less any jury-duty payment received.

How to Apply

Please submit a resume and letter of introduction to the Intergroup Board at employment@aastpaul.org. Position open until 7/20/2026.

Intergroup is an equal-opportunity employer. The sobriety and AA-knowledge requirements above are bona fide qualifications for this special-worker position.