

# **Personnel and Office Policies and Procedures Cape Cod Intergroup Office**

Adopted January 5, 2021

## **1. INTRODUCTION**

Cape Cod Intergroup of Alcoholics Anonymous is an information and referral center and as such handles many telephone calls and welcomes drop-in visitors. The office stocks books, pamphlets, Grapevine magazines and other conference approved literature, as well as other materials of interest to members, such as bumper stickers, cards and medallions.

Other functions of Cape Cod Intergroup include maintaining and publishing a meeting list of all groups. This list is posted on the website. A monthly newsletter is published and sent to groups and individual subscribers. The office maintains a roster of persons available for step work for persons seeking help with their alcohol problem.

In addition to its in-office services, CCI hosts a website, which offers members access to regularly updated meeting lists in on-line and printable versions, information about Intergroup, the minutes of Steering Committee and Intergroup Reps meetings, and the Sober Times as well as information about news and events in the AA Community.

The office of Cape Cod Intergroup is supported solely through donations from groups and individuals and from the sale of literature and related items. As with most intergroup offices throughout the country, this office functions with only one or two paid workers and valuable volunteers.

The business aspect of Cape Cod Intergroup is handled by a Steering Committee elected by Intergroup Representatives. The Intergroup office provides a meeting place for many of the Committees and for the monthly meeting of the Steering Committee and Intergroup Representatives.

AA experience has shown that a centralized office, maintained, supervised and supported by the groups in the area it serves is essential in order to provide vital and indispensable services both to those groups and to individuals.

Intergroup also cooperates with District 1 & 2 and its committees to insure that our message is passed along to the alcoholic who still suffers, the Fellowship and to the community at large. These committees include Public Information, Cooperation with the Professional Community, Treatment Facilities, Correction Facilities, and the Grapevine.

The success of Cape Cod Intergroup office depends largely on its employees and its unpaid volunteers. Your abilities, integrity and loyalty all contribute to that success, and are appreciated. Please remember that you may be the only member of AA that a person has ever spoken to. We want the office to be a friendly place to visit, as well as being a source of accurate information. We believe that our demeanor and comportment often determines others response to us.

The following information and guidelines have been established to ensure the best possible communication and cooperation among you, our groups, members and visitors. Through close cooperation and by working together harmoniously, our goal of maintaining a friendly, helpful intergroup office can be realized.

Thank you for taking the time to read through these pages. If you have questions, please contact a member of the Steering Committee or the Office Administrator.

## 2. **GENERAL INFORMATION** (For Employees and Volunteers)

**OFFICE HOURS:** The office hours are determined on an ongoing basis by the Steering Committee taking into account both the needs of the membership and its finances. Current hours are posted on the website and in the Sober Times.

**OFFICE ATTIRE:** Business Casual

**CONFIDENTIALITY:** All information concerning members, office or staff business is to be held strictly confidential and is to be used **only** within the confines of the office.

**CONDUCT:** Any person associated with the Cape Cod Intergroup office, whether as an employee or a volunteer, is expected to be polite and courteous at all times and shall treat others equally regardless of their race, ethnicity, religion, age, sex, sexual orientation, gender identity, national origin, veteran or disability status.

**OTHER:** For more information specific to employees please see appropriate section below. For more information specific to volunteers please see the Volunteer Guidelines.

## 3. **EMPLOYMENT INFORMATION**

**EMPLOYMENT:** Cape Cod Intergroup employees are at will employees that are paid hourly wages. Wages offered will be commensurate with the person's qualifications and experience and with Cape Cod Intergroup's fiscal situation.

**INTERGROUP OFFICE ADMINISTRATOR:** The Steering Committee will employ an Office Administrator. The Office Administrator employee is subject to all policies and procedures herein.

The office policies and procedures manual will be on hand in the office at all times and will be reviewed and kept up to date by the Office Administrator and the Steering Committee.

As suggested by the G.S.O., the Office Administrator will, after having successfully passed the probationary employment period, have a seat on and a voice on the Steering Committee, though not a formal vote.

The Office Procedures manual outlines the duties and responsibilities of the Office Administrator which are listed below.

**PAY PERIODS AND POLICIES:** Pay checks are issued bi-weekly.

Modification to the employees work schedule must be authorized by the Steering Committee. Employee wages/benefits will be reviewed annually by the Steering Committee in September. All proposed changes to wages/benefits will be brought to the Intergroup Representatives' meeting for a vote.

**PROBATIONARY EMPLOYMENT:** The first three months of employment is deemed a Probationary Period. During the Probationary Period the employer and/or the employee may terminate the employment without cause.

**HOLIDAYS:** At this time Cape Cod Intergroup is unable to offer paid holidays. The Office is closed on the following holidays: New Year's Day, Presidents Day, Patriots Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving and Christmas.

**SICK DAYS:** Employees will accrue 1 hour of unpaid sick time per 30 hours of work time. Employees will accrue no more or less than 40 hours of unpaid sick time per year. The employees' unused sick time will carry forward to subsequent years; however, the employees' sick bank will never exceed 40 hours.

**VACATION TIME:** At this time Cape Cod Intergroup is unable to offer paid vacation time. Unpaid vacation time off may be granted by the Steering Committee with notice two weeks or more prior to the requested time off.

**EMERGENCIES:** In the event of an emergency that interferes with an employee or volunteer's shift, the employee or volunteer shall notify the Steering Committee by way of the Chairperson as early as possible prior to the start of their shift. If the employee or volunteer is unable to reach the Chairperson, the employee or the volunteer shall notify the Vice Chairperson.

**EMPLOYEE PERFORMANCE REVIEW:** The job performance of each employee is reviewed annually by the Chairperson of the Steering Committee or his/her designee.

**PERFORMANCE IMPROVEMENT AND TERMINATION:** An employee will be notified of his/her requirement to improve their job performance; the first notification will be issued verbally, and subsequent notifications will be issued in writing. Three or more notifications may result in termination.

Conduct that endangers the safety of employees, volunteers or others may result in immediate termination.

**RESIGNATION:** An employee that wishes to resign shall submit his/her resignation in writing to the Steering Committee by way of the Chairperson at least two weeks before his/her final workday.

**GRIEVANCE:** All grievances must be submitted in writing to the Steering Committee by way of the Chairperson for consideration. The Steering Committee will provide a response in a timely manner; no later than 30 days from submission.

#### **4. JOB DESCRIPTION – INTERGROUP OFFICE ADMINISTRATOR**

##### **A. QUALIFICATIONS**

A working knowledge of the Alcoholics Anonymous Program and its Traditions.

Compassionate communication and interpersonal skills.

High school graduate or equivalent – some college or college grad preferred.

Experience in usual office procedures and equipment, including computers.

Knowledge of QuickBooks, Accounts Payable, Accounts Receivable, and Inventory Control.

## **B. DUTIES AND RESPONSIBILITIES**

Responsible for all usual and customary office procedures  
Provide volunteer orientation and ongoing support  
Work with groups, members and AA committees  
Sale of books / materials and inventory control  
Coordinate telephone answering service  
Publication of monthly Sober Times  
Maintain list of 12 Step volunteers  
Maintain petty cash  
Update and publish printed and online Meeting list  
Work with Treasurer of Cape Cod Intergroup  
Work with Accountant  
Prepare agenda and attend the monthly Steering Committee and the Intergroup Representatives' Meetings  
Post Committee Meeting Minutes, Financials and Sober Times on the Intergroup Website  
Other duties as may become necessary

## **5. OFFICE PROCEDURES**

### **A. SALE OF BOOKS/MATERIALS AND INVENTORY CONTROL**

**SALES:** All sales must be recorded in QuickBooks under Receipts. All the data fields in QuickBooks must be entered (whether cash or check is received must be recorded). Once the transaction is completed two copies of the receipt are printed; one for the customer and one retained for the intergroup office.

**INVENTORY:** Inventory is kept up to date reflecting current sales and is reviewed periodically to place orders when necessary. An actual physical inventory count is done annually to make sure that the QuickBooks inventory is accurate.

### **B. MONEY MATTERS**

**PURCHASES:** All office purchases are done with a debit card and entered into QuickBooks. Any non-recurring item of expense in excess of \$100.00 shall be approved by the majority of the Steering committee. Any non-recurring item of expense in excess of \$500.00 shall be approved by a majority of Representatives at the Intergroup Representatives' Meeting.

**SHIPPING:** Shipping is paid for by Intergroup using the debit card and entered into QuickBooks.

**DONATIONS:** All donations electronic or otherwise are entered into QuickBooks and then onto the donation spreadsheet. At the end of the month, a list of donations is generated and posted on the website and a thank you letter is sent to each contributor. At the end of the year, a year-to-date donations list is generated and posted on the website and published in the Sober Times.

**BANK DEPOSITS/BANK STATEMENTS:** The Office Administrator is responsible for all bank deposits and for balancing the checkbook using QuickBooks. Bank deposits should be made weekly and more frequently if necessary.

**WORK WITH THE STEERING COMMITTEE TREASURER:** The Treasurer of the Steering Committee must be given a list of all invoices that are to be paid or that have been paid each week. The Office Administrator shall coordinate with the Treasurer regarding any large orders that need to be placed.

The Treasurer shall be given a QuickBooks report of expenditures, donations, inventory on hand, and monthly sales. The Treasurer reviews bi-weekly and signs off on each employees' hours and wages.

The Treasurer shall be kept up to date on all money matters, including the balances of the checking account, the savings account and the prudent reserve.

**WORK WITH THE ACCOUNTANT:** The Office Administrator works with the Accountant to maintain the QuickBooks account. The Accountant is responsible for payroll withholding and deductions and the annual preparation of the Cape Cod Intergroup taxes. The Cape Cod Intergroup runs on a fiscal year which starts July 1 and ends June 30. The Accountant is provided verification or additional information as requested. The Accountant shall provide the Treasurer with a copy of the employees' pay stubs bi-weekly.

**BANK ACCOUNT AND BANK STATEMENTS:** The Office Administrator is responsible for bank deposits and for balancing the checking account as well as for preparing all invoices for payment. All deposits should be made weekly or more frequently if necessary.

### **C. WORK WITH GROUPS, MEMBERS, AND AA COMMITTEES**

Current information on Cape Cod groups, group secretaries, treasurers, and bookies is maintained in the computer. New groups are added as they are formed, as well as any new information about any group such as the name of a newly elected secretary or treasurer, etc. Any such new information is also forwarded to the District 1 & 2 registrar.

#### **D. MEETING LIST**

Information for the meeting list of Cape Cod and the Islands is compiled and kept current. A Printable format is to be made available online. Printed copies may be produced upon request.

#### **E. THE SOBER TIMES**

Responsible for all information in the monthly Sober Times. Note the Tradition of the month and select 2 or 3 items from the Tradition Check List to be included in the publication.

Any/all information regarding an AA event is included in the Sober Times in a timely fashion. Any/all information regarding a new group, or changes in an established group's meeting time, place, etc., is published.

Also included in the Sober Times are the Intergroup Reps. Meeting minutes, the financials and a copy of the donations page.

The Sober Times will be available in a printable format online and will be mailed or emailed upon request.

#### **F. 12-STEP LIST**

An accurate, up-to-date 12 step list is maintained on the computer and a printed version shall be readily available in the office and provided to the answering service.

#### **G. VOLUNTEERS**

The Office Administrator shall provide orientation and ongoing support to any volunteer who comes into the office to help. All volunteers will be given an informational guide to read which spells out the policies to be followed in the office.

#### **H. TELEPHONE**

A good telephone manner is important. Any person answering the office phone should always be courteous and polite. Occasionally, however, an abusive phone call is received. When that happens, the caller should be warned that you will hang up if the abuse doesn't stop. If it does not stop, you may hang up.

The office phone should remain as free as possible so that someone calling for help gets through in good time.

#### **I. CUSTOMARY OFFICE PROCEDURES**

The Office Administrator is responsible for the regular maintenance and upkeep of all records and files. There should be individual files for all vendors, all tax information, meeting list materials, group information materials, and so on. Computer maintenance is also the responsibility of the Office Administrator. The Office Administrator also oversees the maintenance of the office itself and communicates any problems with the landlord regarding the property. Any lease or property issues must be reported to the Steering Committee by way of the Chairperson.

#### **J. STEERING COMMITTEE / INTERGROUP REPRESENTATIVES**

The Office Administrator is responsible for the preparation of the agendas for the monthly meetings of the Intergroup Steering Committee and Cape Cod Intergroup Representatives and is expected to attend the meetings unless other arrangements are made in advance. The Office Administrator shall send the respective agendas, monthly information packets and electronic meeting links to each member of the Steering Committee and Intergroup on the Thursday prior to the scheduled meeting. Any changes made to the scheduled meeting time and place will be communicated to the members.

He/she is responsible for bringing to the attention of the Steering Committee all matters requiring their action.

#### **6. GUIDELINES FOR STEERING COMMITTEE MEMBERS**

The Steering Committee is responsible for the administration of Cape Cod Intergroup and is elected by and answerable to the AA Groups of Cape Cod through their Intergroup Representatives. Minimum sobriety is two (2) years.

##### **A. MEMBERSHIP**

The Steering Committee is composed of a Chairperson, Vice Chairperson, Secretary, Treasurer, Alternate Treasurer and four (4) Trustees, one of whom will be the immediate past Chairperson.

##### **B. DUTIES**

- 1. CHAIRPERSON:** shall preside at the monthly Cape Cod Intergroup Representative meeting and at the monthly Steering Committee meeting. May be required to sign documents on behalf of Cape Cod Intergroup.

Is responsible for annual performance evaluation of Office Administrator or for appointment of a Steering Committee member to do the evaluation.

Is responsible for any disciplinary action involving the Office Administrator or for the appointment of a Steering Committee member to take such action.



After serving a one-year term as Chairperson, is selected automatically for a one-year term as Steering Committee Trustee.

- 2. VICE CHAIRPERSON:** shall perform the duties of the Chairperson in his/her absence. Will head a Nominating Committee which shall present a slate of officers at the regular May meeting of the Intergroup Reps. After Serving a one-year term as Vice Chairperson, is selected automatically for a one-year term as Chairperson.
- 3. TREASURER:** Shall verify and certify to the correctness of all financial records of the Cape Cod Intergroup Office. The finances of Cape Cod Intergroup run on a fiscal year beginning July 1<sup>st</sup> ending the following June 30<sup>th</sup>. Is responsible for overseeing all bank transactions. All checks issued by the Treasurer are to be counter-signed by any one of the following: Chairperson, Vice Chairperson, Alternate Treasurer. The books shall be examined annually.
- 4. ALTERNATE TREASURER:** shall assume duties of Treasurer in his/her absence. After serving a one-year term as Alternate Treasurer, is selected automatically to serve a one-year term as Treasurer.
- 5. SECRETARY:** is responsible for recording and submitting typed minutes of the Cape Cod Intergroup Representatives' meeting and of the monthly Steering Committee meeting to the Office Administrator. The minutes of the Representatives' meeting shall be received by the Office Administrator on or before the 25<sup>th</sup> of the month for inclusion in the Sober Times.
- 6. TRUSTEE:** will assist the Steering Committee officers in all manners of business. Are elected for a one-year term and may succeed self for an additional one- year term if elected.

### **C. Voting**

The Chairperson does not have a vote at Steering Committee meetings in the ordinary course of business; however, in the event of a tie the Chairperson votes to break the tie. Steering Committee members have a voice, but no vote, at Intergroup Representatives' meetings.

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Revised and passed unanimously by the Steering Committee 11/23/2020 7:25 PM

Approved by AA groups of Cape Cod Intergroup 13-1 on January 5, 2021