

POSITION DESCRIPTION

Title: Group Services Specialist - Members

Reports To: Associate Director – Group Services

Grade Level: 6

Job Brief: Group Services is information central for Al-Anon and Alateen members and potential members. Its goal is to ensure that members, potential members, groups, Districts, Areas, Al-Anon Information Services, and members with special needs who contact the WSO are provided with a response in accordance with Al-Anon’s principles and policies. Every contact, whether by phone, email or in person is expected to be treated with the warmth, understanding, and love that characterizes the Al-Anon program, in a manner that fosters and cultivates Al-Anon and Alateen unity.

Specific Duties and Responsibilities:

- Assists and supports members inquiries regarding member, group, District and Al-Anon Information Services (AIS) concerns in accordance with the Traditions and Concepts. Provides information as the voice of the clearinghouse regarding Al-Anon and WSO policies
- Answers phone inquiries from Al-Anon/A.A./potential members, professionals, and others regarding basic Al-Anon and Alateen group information
- Receives and responds to inquiries from potential members
- Compiles listings of available services for members with special needs including visually and hearing-impaired members and responds to all related communication
- Provides WSO support for Al-Anon Information Services (AIS) and Literature Distribution Centers (LDC) in coordination with other WSO departments
- Administers the AFG Connects communities for AISs
- Validates global AIS, AIS/LDC, and LDC new registrations and changes
- Reports issues of concern to the Associate Director – Group Services that are necessary to communicate to the Director of Programs for possible consideration by the Executive Director
- Reviews Public Outreach initiatives for alignment with policies
- Answers toll-free meeting line as assigned
- Writes Group Service articles for *The Forum* and *In the Loop* as assigned.
- Serves on the Service Manual Revision Task Force every two years for the “Groups at Work” section.
- Supports all Group Services responsibilities and other duties as assigned

Requirements:

- 5-7 years continuous Al-Anon membership with service experience at the District or Area level
- Good interpersonal communication skills; in-person, via phone or chat, within social media forums, and via mail/email
- Ability to write and communicate effectively in English in a business environment
- Ability to prioritize and work multiple tasks/projects independently and meet deadlines
- Attention to detail, good organizational and problem-solving skills
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint & Outlook) including within the Microsoft 365 online environment

Education and/or Experience:

- Associate Degree or above, or equivalent related work experience
- Bilingual in English/Spanish is a plus

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to express or exchange ideas by means of the spoken word. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in an office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Travel:

This position requires up to 3 days of travel per year.

Work Location:

This job is located at the Al-Anon Family Group Headquarters' World Service Office in Virginia Beach, VA. Remote location will not be considered for this position.

Point of Contact to Apply:

Résumés and cover letters can be emailed to HumanRes@al-anon.org.