

<u>Areas of Responsibility</u>	<u>Key Performance Indicators</u>	<u>Details</u>
1. Literature orders	Process literature orders efficiently to ensure a steady revenue stream.	<ol style="list-style-type: none"> 1. Prioritize literature orders ahead of all other tasks. 2. Provide shipping quotes for the most cost effective methods (can be up to 4 different options with a different calculation per option) and payment options within 4 days of contact from customer. 3. Research customs requirements in foreign countries prior to shipping orders. 4. Package and ship orders within 1 week after payment received. 5. Order and pick up medallions and print and laminate 7th tradition/spoken here cards 6. Follow up with customers who haven't completed payment within 1 week of invoice being sent out.
2. Inventory Management	Closely monitor inventory levels to ensure adequate stock and minimize loss of inventory	<ol style="list-style-type: none"> 1. Provide a physical count of the inventory at least once every three months and once a month whenever possible 2. Support Literature Committee with re-ordering inventory when stock is low as approved by the Board
3. Information Requests	Respond to all inquiries with thoroughness, diplomacy and in accordance with the 12 Traditions.	<ol style="list-style-type: none"> 1. Respond to all emails and calls within 4 days. If it's necessary to consult with a Committee or the Board do so in a timely manner. 2. Call the nearest person on the 12th Step list within 4 days of contact from the newcomer.
4. Bookkeeping	Ensure the smooth processing of all revenue and expenses.	<ol style="list-style-type: none"> 1. Print all invoices and receipts, reconcile, consolidate, and balance PayPal account. Transfer funds from the PayPal account to the GSA's chequing account as required. Print transfer invoice and file all paperwork. 2. Deposit any cash or cheques received. Mail thank you card/email. File all documents. 3. Pay all office related bills on time.

	Accurately record all revenue and expenses and provide reports in a timely fashion.	<ol style="list-style-type: none"> 4. Retrieve mail weekly from the PO box and monthly from reception. 5. Prepare, file, sort and deliver financial records to the accountant monthly as per agreement with Treasurer and Accountant. Pick up same as required 6. Prepare for the accountant at year end (Jan. 31st) and have all necessary tasks done prior to AGM (with assistance from accountant.)
5. Maintenance of website, equipment, and the office.	<p>Ensure the website operates smoothly and is updated regularly.</p> <p>Maintain the smooth operation of the laptop, printer and other electronic devices.</p> <p>Take care of office space.</p>	<ol style="list-style-type: none"> 1. Update the website with any changes to meeting information within 1 week of receiving the information. 2. Ensure the website domain is renewed annually. 3. Report to the Personnel Committee promptly regarding any technological problems, investigate & apply solutions. 4. Outsource technical support as approved by Board and as volunteers allow 5. During slow periods clean, declutter and reorganize the office.
6. Records Management	Maintain accurate and organized records of office activities.	<ol style="list-style-type: none"> 1. Keep organized records of all revenue, expenses, literature orders, starter kits and New Group packages sent out as well as information on ABA meetings & groups.
7. Support to ABA Meetings & Groups	Provide the necessary information and support for the formation and operation of all meetings and groups.	<ol style="list-style-type: none"> 1. Diplomatically screen requests for starter kits to ensure only adult ABA members receive them, not professionals, family members, minors, etc. 2. Send starter kits to members within 1 week from when they are requested. 3. Send New Group packages electronically to newly registered meetings within 30 days of registration. Send by mail 7th tradition cards and ABA is Spoken Here cards (and book if needed).
8. Administrative support to the GSA	Ensure the GSA's status as a non-profit Society with the province of Alberta is maintained.	<ol style="list-style-type: none"> 1. File the appropriate paperwork with the Registrar by April 30th every year. 2. Assist with the Annual General Meeting and provide bylaws for compliance.

Facilitate the smooth operation of Board meetings and assist the Board in adhering to its bylaws.

Perform tasks related to revenue generation.

3. Prepare reports, gather all relevant documents, and upload onto website 5 days prior to the Board meeting. Post board meeting minutes (watermarked DRAFT) once received from the Secretary. Review documents from committees prior to saving, disseminating or uploading onto website
4. Facilitate the participation of members calling in from outside Edmonton.
5. Send out Appeal letters to all groups & meetings as directed by Board
6. Send thank you letters and emails within 30 days of receiving donations.
7. Communicate requests for new literature or products to the Board at next meeting.
8. Write and edit letters and other documents as requested by GSA board members

9. Support of Committees

Provide any necessary assistance and information to all Committees.

1. Provide information and carry out tasks as requested by the other Committees as approved by the Board.
2. Sell literature at the annual retreat.
3. Provide technical support for 1 hour a month, as approved by the Board, to help with the completion of the 2nd Edition.

10. Liaison role between members and the Board & Committees

Facilitate accurate and effective communication between ABA members and the Board or Committees.

1. Screen requests and concerns to determine when an issue needs to be brought to the Board or a Committee.
2. Relay any specific responses from the Board or Committee back to the ABA member(s) promptly after the meeting.

11. Self-Management

Organize, prioritize, and execute work tasks unsupervised.

Demonstration of professional attitude and behaviour at all times.

Ability to predict potential problems and suggest solutions.

1. Present concerns and suggestions at Board meetings.