



Central California Fellowship of Alcoholics Anonymous

VOLUNTEER COORDINATOR

- Maintains volunteer staffing of the Central Office Hotline Desk (TeleDesk—TD) and Sales Desk.
- Maintains accurate list of volunteer names, phone numbers and emergency contact information.
- Maintains a 3-month (quarterly) schedule of sales and hotline volunteers using Volunteer Schedule Calendar in the Manager's Office.
- Maintains accurate list of volunteer sobriety dates for the Quarterly Calendar and for the Volunteer Central Section of the BTW.
- Makes monthly submission of sobriety birthdays to the Office Assistant for BTW publication.
- Coordinates with Manager and volunteers for monthly acknowledgment of sobriety birthdays.
- Finds substitutes to fill vacant shifts as necessary.
- Schedules volunteers for Flyer Mailing and BTW Mailing. (See calendar for dates.)
- Trains new volunteers using ***Voice of Attraction***.
- In coordination with Office Assistant, trains Sales Desk Volunteers using Sales Desk Operations Manual.
- Informs all volunteers of any changes in hotline or sales desk procedures including new sales items.
- Attends TeleService (TS) Workshops.
- Works Sales Desk as necessary
- Prepares Daily Sales Summary on days working at Sales Desk.
- Assist with Quarterly chip inventory.
- Other tasks as assigned.

Sales Desk

- Processes sales & invoices of purchases
- Prepares Daily Sales Summary when necessary.

Publications

- Prints and finishes In-house Publications.
- Prints, finishes and fills online and phone orders as necessary.
- Prints In-house publications for store and stockroom.
- Prints & finishes Meeting Schedules.
- Laminates materials as necessary.

Merchandise & Inventory

- Stocks shelves in store.
- Maintains inventory in stockroom.
- Tracks inventory and prepares list of items to order.
- Gets Items to order list reviewed and quantities approved.