

STANDING RULES AND PROCEDURES' MANUAL (SRPM)
OF THE
GREATER SEATTLE AL-ANON INFORMATION SERVICE

Revised 14 July 2016

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1 PREAMBLE

This Standing Rules and Procedures Manual (SRPM) document contains the Al-Anon Information Service's (AIS) listing of officer duties, board duties, committee duties, and other general operating procedures. The SRPM can be changed by discussion, vote, and, whenever possible, by substantial unanimity of participating Board of Directors at any Board meeting and ratified by discussion, vote, and, whenever possible, by substantial unanimity of participating AIS Council members at any Council meeting. The participating Board of Directors at any Board meeting or participating AIS Council members at the AIS Council meeting will decide, by a simple majority vote, what the requirements of substantial unanimity should be, whether two-thirds, three-quarters, or an even greater majority.

2 ABBREVIATIONS AND DEFINITIONS

The following abbreviations and definitions are used in the Bylaws and in this document:

- **AA** - Alcoholics Anonymous.
- **ADR** - Alternate District Representative.
- **Advisory Member** - A member appointed by the Chair to have a voice, but no vote.
- **AGR** - Alternate Group Representative.
- **AIS** - Al-Anon Information Service, the service arm of Washington Area Districts 14, 15, 16, 17, 18, 19, 20, 21, and 22.
- **AISR** - Alternate Information Service Representative.
- **AWSC** - Area World Service Committee.
- **Board** - Officers, ADR's, Coordinators of the Standing Committees, Office Manager, the liaison to AWSC, and Advisory Member(s).
- **CAL** - Conference Approved Literature.
- **Coordinator** - Board member appointed by the Chair to head a Standing Committee.
- **Council** - The Board plus a representative from each Al-Anon Family Group in Washington Area Al-Anon Districts 14 through 22.
- **District** - Any one of Districts 14, 15, 16, 17, 18, 19, 20, 21, or 22 located in Washington Area.
- **DR** - District Representative.
- **Executive Committee** - Consists of the Officers and the Chair of the Policy Committee.
- **GR** - Group Representative.
- **Group** - Any Al-Anon or Alateen group located in Washington Area Districts 14 through 22 that has registered with the WSO.
- **ISR** - Information Service Representative.
- **Liaison** - Member of the Board and AWSC.
- **Officers** - Chair, Vice-Chair, Secretary, and Treasurer.
- **Service Manual** - The Al-Anon/Alateen Service Manual published by Al-Anon Family Groups, Inc.
- **Simple Majority Vote** - A majority in which the highest number of votes cast for requirements of substantial unanimity exceeds the second-highest number, while not constituting an absolute majority.
- **SRPM** - Standing Rules and Procedures Manual
- **Standing Committee** - Ongoing committee chaired by a Coordinator.
- **WSO** - World Service Office.

3 MISSION STATEMENT

The Al-Anon Information Service (AIS) is a function of Al-Anon Districts 14 through 22, in Washington State, to provide a network of communication to their communities and to the fellowship.

4 VISION STATEMENT

The AIS will provide the best services possible to all the Al-Anon and Alateen groups in the Greater Seattle Area.

5 FUNCTIONS

The AIS is a function of Districts 14 - 22 and the Groups they serve in providing a network of communication, as AIS is a service body only and it will:

- Maintain an office that aids in carrying out AIS functions.
- Maintain a literature depot for the sale and distribution of CAL.
- Maintain a telephone directory listing, mailing address, and 24-hour telephone service.
- Receive inquiries from those who need help and channel them to the nearest Group or District.
- Offer information to and respond to requests from the professional community and other organizations including the media.
- Arrange Special Meetings as necessary.
- Publish and distribute a directory of group meetings.
- Suggest fund raising and service participation plans to guide individual members, Groups, and Districts in their support of AIS.
- Hold business meetings, workshops, and fund raising events.
- Distribute information (via website, monthly newsletter and/or other means) of Group, District, and AIS activities.
- Maintain a list of members willing to speak and chair at Group meetings.
- Encourage new Groups to register with the WSO.
- Cooperate with Alcoholics Anonymous (AA) in efforts to acquaint the public with Al-Anon and Alateen.
- Maintain checking and/or savings accounts for management of AIS funds.

6 KNOWLEDGE-BASED DECISION MAKING (KBDM)

Knowledge-Based Decision Making (KBDM) is defined as the process of looking at a topic through certain agreed upon criteria. Pertinent background information is gathered and shared with those responsible for making the decision. Then a decision can be made through a motion and vote.

The KBDM is not intended to prohibit introduction and voting on a topic that comes up suddenly and requires an immediate decision nor would it be required for non-policy or non-procedural items.

6.1 Key Elements

6.1.1 Open communication

“Talk to each other, and reason things out”, is a phrase we hear at the closing of every Al-Anon meeting and best describes our flow of two- way communication between our membership and leadership. The KBDM is a process that keeps

communication alive.

6.1.2 Dialog before deliberation

As a general rule using the current Al-Anon Alateen Service Manual, there must be a motion on the floor with a second before any discussion can take place.

After hearing the motion, we then enter discussion and often find ourselves focusing on getting the commas and wording the way we think it should be, rather than discussing the pros and cons of the topic of the motion itself. Often the discussion about whether the underlying idea is something that would have the desired results for the greatest number, fails to happen. The minority may believe that they must wait for the decision before it can adequately be heard.

6.1.3 All decision makers have common access to information

In order for KBDM to work successfully, it is essential the members of the group assigned to make a decision will have access to the necessary information required to make an informed decision. This information may be marked "For Members Use Only." Members of the group involved in the discussion and the decision, will have then the full context of the subject for the discussion.

6.1.4 We exist in a culture of trust

Al-Anon provides a loving environment where new things can be tried until faith and trust in one another is developed. Learning to trust changes the way we interact with each other. We learn to have a firm belief that each of us would never knowingly do anything to hurt Al-Anon. We have a belief in the reliability and integrity of each other.

6.2 KBDM Questions

- What do we know about our members' needs, wants, and preferences that relates to this discussion?
- What do we know about our resources relative to this issue?
- What do we know about our "culture" or "environment" (technology, our steps, traditions, concepts, spiritual principles) that relates to this issue?
- What are the implications of our choices (pros and cons)?
- What do we not know about this issue that we wish we knew?
- How do Al-Anon's legacies apply to this issue?

7 AIS MEMBERSHIP

7.1 Representatives' Duties

- Become familiar with the Bylaws, the SRPM, and the Al-Anon Alateen Service Manual (a copy of the Bylaws and the SRPM shall be available at each meeting).
- Act as a spokesperson for the Group they represent at AIS.
- Attend AIS Council meetings and act as a liaison between their Group and AIS.
- Bring to the attention of AIS the wishes, desires, and requests of their home group.
- Cast their group's vote at the Council meeting.

8 MEETINGS

8.1 Council Meetings

8.1.1 Location and Time

Monthly meetings of the Council shall be held at a location and time designated by the Council. A monthly meeting of the Council can be cancelled by the voting (9.1.3) and quorum (9.1.5) processes.

8.1.2 Conduct

In the interest of good order, proper respect shall be given the Chair at all times.

8.1.3 Motions

To make a motion--first be recognized, then state name, group or voting entitlement, and motion. Finally, submit the motion in writing or the motion is recorded in the meeting minutes.

8.1.4 Voting

All decisions are reached by discussion, vote, and, whenever possible, by substantial unanimity of participating AIS Council members. The participating AIS Council members at the AIS Council meeting will decide, by a simple majority vote, what the requirements of substantial unanimity should be, whether two-thirds, three-quarters, or an even greater majority.

At all regular or special Council meetings, each registered group shall have one vote. This vote will be cast by the designated eligible representative of each registered group in attendance. Board members entitled to vote at the Board meetings (excluding the ADRs) are entitled to vote at the Council meetings. The nine ADRs only have a vote at Board meetings. At all meetings, each person shall have only one vote, regardless of the number of voting entitlements. Voting may be done by a show of hands, by written ballots, by e-media, and/or by e-mails. E-mail votes should be addressed to both the Chair and the Secretary.

8.1.5 Quorum

A quorum shall consist of two-thirds of voting AIS members participating at the Council meeting at the time. No Council vote can be considered binding unless it passes with two-thirds of the voting Council. Recommendations can be made for consideration at the next meeting.

8.1.6 New Business

All new business is to be cleared through the Chair at least two (2) days prior to the Council meeting.

8.1.7 Agenda

The agenda shall include, but not be limited to:

- Opening meditation and Serenity Prayer.
- Roll call.
- Reading of the Twelve Traditions of Unity and the Twelve Concepts of Service.
- Secretary's report/prior meeting minutes.
- Approval of the minutes.
- Treasurer's report.
- Office Manager's report.
- Standing Committee reports--oral or written.
- Special Committee reports.

- Group, District, Event Announcements.
- Unfinished business.
- New business.
- Adjournment with the closing prayer.

8.2 Board Meetings

8.2.1 Location and Time

Meet at least once a quarter in a calendar year. The Board Meeting shall be held at a location and time designated by the Board. More than four meetings in a calendar year may be called by the Chair.

8.2.2 Conduct

In the interest of good order, proper respect shall be given the Chair at all times.

8.2.3 Motions

To make a motion--first be recognized, then state name, voting entitlement, and motion. Finally, submit the motion in writing or the motion is recorded in the meeting minutes.

8.2.4 Voting

All decisions are reached by discussion, vote, and, whenever possible, by substantial unanimity of participating Board members. The participating Board members at the Board meeting will decide, by a simple majority vote, what the requirements of substantial unanimity should be, whether two-thirds, three-quarters, or an even greater majority.

At all regular or special Board meetings, Board members are entitled to vote. At all meetings, each person shall have only one vote, regardless of the number of voting entitlements. Voting may be done by a show of hands, by written ballots, by e-media, and/or by e-mails. E-mail votes should be addressed to both the Chair and the Secretary.

8.2.5 Quorum

A quorum shall consist of two-thirds of voting Board members participating at the Board meeting. No Board vote can be considered binding unless it passes two-thirds of the voting Board. Recommendations can be made for consideration at the next meeting.

8.2.6 New Business

All new business is to be cleared through the Chair at least two (2) days prior to the Board meeting.

8.2.7 Agenda

The agenda shall include, but not be limited to:

- Reading of the minutes of the last regular meeting of the AIS Board, and of any Special Meetings.
- Reports of the Treasurer, Office Manager, and the Standing and Special Committee Chairs, as requested.
- Unfinished business.
- New business.
- Setting of next Council Agenda.
- Adjournment.

9 BOARD

9.1 Board Duties

9.1.1 Communication

Communication between Boards members may be person to person or in the forms of teleconferences, e-mails, or internet media.

9.1.2 Review of Suggestions

Review suggestions from ISRs, Groups, Districts, Coordinators, Editors, or other sources pertaining to service projects.

9.1.3 Council Agenda

Plan the agenda and supplies for Council meetings.

9.1.4 AIS Calendar

Prepare an annual AIS calendar.

9.1.5 Audit, Budget, Inventory

Arrange for an annual audit, preparation of the AIS annual budget, inventory of office supplies, literature, and equipment of the AIS office.

9.1.6 Emergency Action

Except in great emergency, the Board shall not take action liable to affect AIS substantially without consulting the Council.

9.1.7 Expenditures

Expedite expenditures as authorized by the budget approved by the Council.

9.1.8 Office Committee and Staff

Appoint and assist the Office Committee in the hiring and supervision of paid staff and the office.

9.2 Removal of Board Members

9.2.1 Board Procedure

The Board may remove, by majority vote, any Board member, including the Chair, who fails to attend two (2) consecutive meetings of the Board.

9.2.2 Council Procedure

The Council, at any regular or special meeting, may remove from office the Chair or any Board member by a motion duly made, seconded, and carried by a majority vote of those entitled to vote.

10 DUTIES OF OFFICERS

Each officer is expected to attend all meetings of both the Council and the Board. Each officer has the regular duties expected of their office, some of which are itemized below.

In an emergency, other officers may assist the Chair with paid staff. In this activity, the Chair and other officers are guided by office policies, the current Al-Anon /Alateen Service Manual, and regularly confer with the Board.

Disbursements of funds is the direct responsibility of the Treasurer, following the directions of the Council and the Board, however, each officer if authorized by the Treasurer may disburse checks.

10.1 Chair

- Presides at all meetings of the Council and the Board.
- Ensures that the duties of the Board are implemented.
- Calls special meetings when necessary.
- Creates and dissolves special committees when necessary.

- Serves as an ex-officio member of all committees.
- Serves as or appoints a liaison to the AWSC meeting.
- Appoints Coordinators as needed.
- Remains as Chair of the AIS Policy Committee when his or her term of office has expired.
- Supervises the Office Committee in the supervision of paid staff.

10.2 Vice Chair

- Presides at meetings of the Council and the Board in the absence of the Chair.
- Can attend all committee meetings.
- Completes the unexpired term of the Chair, if necessary.
- Maintains an active interest in all AIS functions in order to assist the Chair.

10.3 Secretary

- Records minutes at meetings of the Council and the Board.
- Maintains a list of all Council motions passed. Summarizes and presents a list of passed motions to the Board at year-end.
- Prepares the previous month's Council minutes for distribution to those present at Council meetings.
- Prepares the previous month's Board minutes for distribution to those present at Board meetings.
- Records attendance at meetings of the Council and the Board.

10.4 Treasurer

- Confirms accuracy of all month-end financial statements for the Board, the Council, and official records. Regularly reports to the Council and prepares this information for publication in the newsletter.
- Develops an annual budget for the coming year and presents the proposed budget to the Board, no later than the November Board meeting.
- Ensures purchases and cash, including checks and bank accounts, are recorded and managed in accordance with sensible and commonly established accounting practices.
- Recommends changes in insurance and cash management to the AIS Board.
- Cooperates with Office Manager on purchase of literature to ensure cost effective management of available resources and reviews the annual inventory.
- Prepares or has a qualified tax service prepare all tax returns required to be filed with government agencies during his or her term of office.
- Reconciles the bank statement monthly and ensures a non-check signer who is a member of the Council reviews the monthly statements in a timely way.

11 AIS LIAISON

The AIS Liaison is a member of the Board and represents AIS at the AWSC and serves a term of one (1) year. The AIS Liaison:

- Attends the two (2) Washington Area AWSC meetings each year, at the expense of AIS.
- Serves as the information link between AIS and AWSC, encouraging the exchange of information between the two entities.
- Votes at the AWSC meetings, but not at any other Washington Area meetings.
- Can ask the Council for help with the expenses incurred while attending

Washington Area Pre-Conference, Summer Service Assembly, and Fall Assembly.

12 STANDING COMMITTEES

12.1 Alateen Coordinator and Committee

12.1.1 Purpose

- Serve as a resource for Alateen sponsors and groups.

12.1.2 Responsibilities

- Helps those who wish to start an Alateen group.
- Coordinates Al-Anon/Alateen activities.
- Works with District Coordinators (Districts 14 - 22) and their Groups providing information, giving support, and coordinating activities when appropriate.
- Reports activities to the Board and the Council.
- Cooperates and coordinates with other AIS Coordinators in doing educational workshops, work parties, and public outreach.
- Fulfills responsibilities as defined in the Service Manual.

12.2 Archivist Coordinator and Committee

12.2.1 Purpose

- To maintain AIS archive.

12.2.2 Responsibilities

- Fulfills responsibilities as defined in the Service Manual.

12.3 Literature Coordinator and Committee

12.3.1 Purpose

- To inform members and Groups about CAL.

12.3.2 Responsibilities

- Cooperates with Districts and Groups and the Office Manager to make literature available for sale in the office and at special functions.
- Informs the Public Information Coordinator between Council meetings of regular and special activities.
- Fulfills responsibilities as defined in the Service Manual.

12.4 Newsletter Editor and Committee

12.4.1 Purpose

- To prepare a newsletter with information pertinent to AIS.

12.4.2 Composition

- The Newsletter Editor receives items for publication and information from the Office Manager, current events editor, AIS Treasurer, AIS Chair, Volunteer Coordinator, other AIS Coordinators, Districts, and Groups; and may be assisted by any of these parties.

12.4.3 Responsibilities

- Prepares for printing and/or e-printing the monthly newsletter (BITS of Al-Anon & Alateen) distributed to member Groups, AIS Board members, Council attendees, AWSC members, Past Delegates, the newsletter exchange list, subscribers, and the Seattle AA Intergroup office plus current AA District Reps.
- Fulfills responsibilities as defined in the Service Manual.

12.5 Office Committee Chair and Committee

12.5.1 Purpose

- The Office Committee oversees the day-to-day operations of the AIS Office and provides guidance in its management. It is under the direct supervision of the AIS Board. It does not decide policy.

12.5.2 Composition

- The Office Committee includes the following: AIS Chair, AIS Vice-Chair, Volunteer Coordinator, Office Manager, and may include one or more active office volunteers. The Office Committee Chair is selected from those on the committee and is subject to approval by the AIS Chair.

12.5.3 Responsibilities

- The Office Committee schedules meetings as needed to insure the proper operation and management of the AIS Office. The Office Committee Chair works with the Office Manager, Volunteers Coordinator, and the AIS Treasurer. The Office committee recommends to the AIS Board a person to serve as Office Manager and/or other employees. All candidates for paid positions shall be interviewed by at least three persons, including the Office Committee Chair, AIS Chair, AIS Vice-Chair, and/or alternates appointed by the AIS Chair.
- Fulfills responsibilities as defined in the Service Manual.

12.6 Parliamentarian and Committee

12.6.1 Purpose

- The Parliamentarian and committee are knowledgeable in rules of order and the proper procedures for the conduct of meetings and inform the meeting of errors in parliamentary procedure if they affect the basic rights of members. The Parliamentarian and committee assist in the drafting and interpretation of bylaws and rules of order, and the planning, and conduct of meetings.

12.7 Policy Coordinator and Committee

12.7.1 Purpose

- To deal with questions of AIS policy, procedure, public relations, and internal problems that may be presented to the AIS. All such matters should be resolved in the light of our Twelve Traditions and Twelve Concepts.

12.7.2 Composition

- Past Chairs of AIS, subject matter experts, and persons with experience that are interested in participating. The Coordinator will be determined by the committee or the AIS Chair.

12.7.3 Responsibilities

- Advises the Chair, the Board, and the Council on the Bylaws.
- Incorporates changes to the Bylaws that have been voted on by the Council following due process.
- Fulfills responsibilities as defined in the Service Manual.

12.8 Public Information Coordinator and Committee

12.8.1 Purpose

- Handles local public relations, and to find and use opportunities for newspaper, radio, TV, and other media to explain Al-Anon.

12.8.2 Responsibilities

- Works with District Coordinators (Districts 14 - 22) and their groups providing information, giving support, and coordinating activities when appropriate.

- Reports activities to the Board and the Council.
- Cooperates and coordinates with other AIS Coordinators in doing educational workshops, work parties, and public outreach.
- Fulfills responsibilities as defined in the Service Manual.

12.9 Speakers' Bureau Coordinators and Committees - North, South, and East

12.9.1 Purpose

- To provide a roster of speakers for Al-Anon meetings as well as those requested by outside agencies, churches, schools, hospitals, family court, and etc.

12.9.2 Responsibilities

- Informs the Public Information Coordinator between Council meetings of regular and special activities.
- Fulfills responsibilities as defined in the Service Manual.

12.10 Volunteer Coordinator and Committee

12.10.1 Purpose

- To coordinate volunteers for the 24-hour answering of the AIS telephones in the office or home phones, when the office is not open. The Volunteer Coordinator prepares and distributes a monthly volunteer schedule to the AIS Office and to all scheduled volunteers. Only Al-Anon and Alateen volunteers shall be used in the office.

12.10.2 Composition

- The Committee shall be composed of the Volunteers Coordinator. Volunteers Scheduler for the AIS Office and the seven Daily Schedulers for home phones.

12.10.3 Responsibilities

- Works closely with the Office Manager and the Office Committee Chair to insure adequate volunteer staffing of the office and of the 24-hour phone answering system with the assistance of the other schedulers.
- Fulfills responsibilities as defined in the Service Manual.

12.11 Website Editor and Committee

12.11.1 Purpose

- To prepare a website with information pertinent to AIS.

12.12 Cooperating with the Profession Community (CPC) Coordinator and Committee

12.12.1 Purpose

- Serves as liaison between AIS and the Professional Community.

12.12.2 Responsibilities

- Handles correspondence with clergy, educational agencies, welfare workers, judges and courts, physicians, alcoholism information centers, state agencies, and people who need Al-Anon.
- Cooperates with local Councils on Alcoholism and other agencies working with problems of alcoholism and inform them about Al-Anon.
- Works with District Coordinators (Districts 14 - 22) and their Groups to provide information, gives support, and coordinates activities when appropriate.
- Reports activities to the Board and the Council.
- Cooperates and coordinate with other AIS Coordinators in doing educational workshops, work parties, and public outreach.
- Fulfills responsibilities as defined in the Service Manual.

12.13 Institutions Coordinator and Committee

12.13.1 Purpose

- Serves as liaison between AIS and institutions.

12.13.2 Responsibilities

- Coordinates institutions activities as defined in the Service Manual.
- Works with District Coordinators (Districts 14 - 22) and their Groups to provide information, gives support, and coordinates activities when appropriate.
- Reports activities to the Board and the Council.
- Cooperates and coordinate with other AIS Coordinators in doing educational workshops, work parties, and public outreach.
- Fulfills responsibilities as defined in the Service Manual.

13 OFFICE MANAGER

13.1 Office Manager

13.1.1 Purpose

- To organize and coordinate office operations and procedures in order to ensure organizational effectiveness and efficiency.

13.1.2 Responsibilities

- The Office Manager works closely with the Office Committee Chair and assumes responsibility for proper office management and maintenance, which includes working closely with the Newsletter Editor, the Volunteer Coordinator, and the AIS Treasurer.
- Fulfills responsibilities as defined in the Service Manual.

13.1.3 Correspondence

- Relays any notices and correspondence to AIS members and submits a copy to the Chair.

13.1.4 Daily Log

- Keeps a daily log and records all telephone calls coming into the AIS Office.

13.1.5 Al-Anon Speakers

- Accepts calls for Al-Anon speakers to outside organizations and relays such information to the appropriate Speaker's Bureau Chair.

13.1.6 Group Records

- Keeps accurate and up-to-date records on member groups of AIS as follows:
 - Name of group and meeting address.
 - Mailing address.
 - Telephone contact-name and number.
 - GR, AGR, ISR, and AISR e-mail addresses. (Optional)
 - Meeting time and day.
 - Type of meeting.
 - Other information as necessary.

13.1.7 Communication

- Serves as the local Al-Anon communications center, issuing information regarding group activities, special events, and the like.
- Maintains a list of Twelve Steppers who will return calls of those seeking help.

13.1.8 Assets

- Maintains an inventory of office furniture and equipment.

13.1.9 Training

- Thoroughly briefs volunteers in handling telephone inquiries, sending and receiving FAX's, selling literature, and the end of the day closing procedures including dropping off the cash bag at the bank.

13.1.10 Retail Inventory

- Maintains an ample inventory of CAL literature for sale to groups and individuals.

13.1.11 Meeting Schedules

- Publishes up-to-date meeting schedules as needed.