

## REQUIREMENTS FOR EMPLOYMENT (OFFICE MANAGER)

The following are requirements for Office Manager of GPRSO, Inc.

1. An executed copy of the "Conditions of Employment" is required prior to commencement of employment.
2. Any member of Narcotics Anonymous seeking employment of the GPRSO must have five years of continuous abstinence from all drugs.
3. Employee must have an understanding of the 12 Steps and the 12 Traditions of Narcotics Anonymous.
4. Employee must be bondable.
5. Specific requirements for Office Manager are determined by the Board of Directors as necessary

### Interview Process

All applicants must submit a resume to the GPRSO Board of Directors. Applicants will be required to attend at least one formal interview with the Executive Committee of the GPRSO. Prior to hiring, applicants must be approved by the Board of Directors of the GPRSO.

### JOB DESCRIPTION/DUTIES

The duties of the Office Manager include, but are not limited to, the following:

1. Answering the phone
2. Accounts Payable (paying bills, filing) \*Office Acct. Only
3. Updating records and filing (maintain records for Region, Areas, etc.)
4. Billing and invoicing (maintain sales journal)
5. Accounts Receivable (bank deposits, collection of past due invoices, filing)
6. Shipping and receiving orders (picking orders, packaging, filling UPS logs, typing labels, checking in orders, maintaining inventory log)
7. Maintaining contact with all customers (NA and Non-NA)
8. Responsible for purchase (as authorized by the Board of Directors) and sale of all literature, and other recovery related items sold.
9. Purchasing all office supplies
10. Reports (preparing monthly Office Report for presentation at Board meetings and assisting RSO Treasurer with preparation of monthly Financial Report)
11. Assist RSO Treasurer in preparation of yearly Office budget

12. Subcommittee interation (H&I, PI, etc.)
13. Copying
14. Cleaning
15. Other duties as deemed necessary by the Board of Directors

#### CONDITION OF EMPLOYMENT

The following are condition of employment with the GPRSO:

1. All employees must be free of any chemical substances during hours of employment, with the exception of medication prescribed by a physician.
2. An employee shall not release or discuss any information concerning any NA member or potential NA member, in accordance with the 12 Traditions of Narcotics Anonymous.
3. All employees have the right to be free of undue harassment and abuse from other employees.
4. All employees shall conduct themselves at all times in a professional manner.
5. All employees shall report to work in neat, clean, appropriate apparel as outlined in the Dress Code.
6. Each employee shall read and familiarize herself/himself with the GPRSO Employee Handbook. All employees must adhere to these guidelines. Any questions should be referred to the Board.
7. All recovering persons working for the GPRSO are expected to be active participants in their recovery program.
8. All employees must have an understanding of the 12 Steps and 12 Traditions of Narcotics Anonymous.
9. If an employee feels that she/he has a grievance with or about her/his employment, they have a right to follow the grievance procedures as outlined in the GPRSO Employee Handbook.
10. No employee shall sponsor or be sponsored by another GPRSO employee or member of the Board of Directors. No relative and/or roommate of an employee or a Board of Directors member of the GPRSO may be employed by the GPRSO.
11. In compliance with Tradition Nine's directive that service boards are directly responsible to those they serve, this office shall serve all areas equally. In order that no one area shall be additionally enhanced, a GPRSO employee shall not serve as his/her Area's trusted servant on a regional level; futher, acceptance of Regional or World service positions is unacceptable.

#### TERMS OF EMPLOYMENT

1. Employee will operate as a private consultant on a yearly contract.
2. Employee will be paid as a consultant, responsible for his/her own taxes.

3. Employee will be paid monthly, hourly rate to be determined by GPRSO, Inc.

4. Employee will be on probationary status for six months. Employee will be awarded regular status after successful completion of the probationary period.

5. Employee performance will be evaluated yearly by the Executive Committee of GPRSO. Written evaluation will be discussed with employee and placed in personnel file.

6. Manager will be directly supervised by  
TRAVEL

1. All travel must be pre-approved by the GPRSO Board of Directors. Employee must follow current policy for travel and expense verification.

#### DRESS CODE

All employees while on GPRSO premises or on duty outside of the GPRSO must adhere to the following dress code:

1. All attire must be clean and appropriate.
2. No clothing may be worn that would conflict with the Sixth Tradition of Narcotics Anonymous, such as shirts or buttons that affiliate the GPRSO with or promote treatment centers, other 12-Step programs, businesses engaged in the addiction or recovery field, etc.
3. No clothing that contains profanity or obscenities.

#### Health Care Plan

No health care plan is offered at this time.

#### Disciplinary Measures

The GPRSO Board of Directors views disciplinary action as an opportunity to correct a performance deficiency. There are, however, certain severe cases which may warrant immediate termination. Such cases would include, but not be limited to: gross insubordination, professional negligence, breach of confidentiality, falsification of records, theft regardless of value, intoxication or illegal substance abuse, relapse (if an NA member), conviction of a felony while employed by the GPRSO, or abusive or discourteous treatment of visitors or personnel.

For all disciplinary problems that do not warrant immediate termination, the following process shall normally be followed;

First Offense - verbal warning with a written comment filed in the employee's personnel record.

Second Offense - formal corrective action, with a formal

written statement to the employee and filed in the employee's personnel record.

Third Offense - termination, suspension or probation.

Probationary employees should be treated as any other employee regarding unacceptable performance or personal conduct. The corrective action implemented would normally consist of the same steps described above with the exception that the employee is already on probation for the first six months of employment thus eliminating the suspension option to implement a formal probationary action.

The above lists are not all-inclusive, and an employee may be terminated for any conduct not listed above if, in the opinion of the employee's supervisor and/or BODs, such conduct warrants discharge.

#### Grievance Procedure

The GPRSO Board of Directors encourages mutual understanding and amicable cooperation among all employees. Occasionally, however, differences and complaints may grow out of working relationships or conditions. Day to day contacts ordinarily should provide ample opportunity for discussing and resolving such matters. When these normal contacts fail, however, an employee may seek relief under the grievance procedures. It is the right of each and every employee to receive full and serious consideration of a grievance; opportunity to take the grievance through all steps of the procedure without prejudice; and a prompt reply to the grievance at each step.

The GPRSO BOD's policy is that we are open to hear a grievance, but that a grievance begins at the lowest management level, ascending in each step to the next highest level. It is management's responsibility and obligation to give full and serious consideration to the grievance; develop a fair and reasonable reply to the grievance without delay and develop a reply to the employee promptly; and outline the next higher step in the grievance procedure to the employee if and when the reply is appealed by the employee. The grievance procedure is formally structured and requires written notice of an reply to a grievance. Timeliness is of the essence.

Note: A grievance is a complaint about any condition of employment that an employee thinks or feels is unjust or inequitable, by which the employee is directly and personally affected. A grievance exists technically when the Preliminary

Steps fails to provide a reply satisfactory to the employee. A termination during the probationary period does not qualify as a grievance issue.

Preliminary Step: An employee with a complaint about any condition of employment should inform her/his supervisor as soon as possible.

The supervisor should meet with the employee to discuss and resolve the complaint as soon as possible after the matter is brought to the supervisor's attention. The supervisor should at this stage make every effort to resolve the complaint. If the supervisor cannot reply to the complaint at the time she/he should reply as soon as possible thereafter.

Formal Grievance Procedure Step: If the supervisor's reply to the complaint does not satisfy the employee, the employee may submit a written report to the BOD. The BOD shall make the final decision in the case and shall deliver a final reply to the employee as soon as possible.

#### Discrimination

The GPRSO Board of Directors is an equal opportunity employer. We are dedicated to equality for employees and applicants for employment regardless of race, color, creed, sex, age, national origin, or disability