

POSITION DESCRIPTION

Title: Member Services Specialist – International

Reports To: Associate Director – International Services

Al-Anon Membership: 5+ Years (including service beyond the group level)

Job Brief: Communicates and supports members outside the WSC Structure in a manner that consistently conveys the warmth, understanding, and love that characterizes the Al-Anon program and fosters unity among structures. Provide all members who contact the World Service Office (WSO) with a response in accordance with Al-Anon principles and policies.

Specific Duties & Responsibilities:

- Assists and supports trusted servants for new, existing, and evolving international structures in providing services and resolving concerns through application of the Twelve Traditions and Concepts and AlAnon Policy by sharing the accumulated experience of the WSO.
- Coordinates with Paralegal on international structure needs for reprint and translation, independent review, and trademark registrations.
- Participates in Regular Structure Meetings and Global Gatherings and provides answers to international structures inquiries as requested.
- Moderates specific AFG Connects communities and communicates with international structures as needed.
- Serves as a member of the International Al-Anon General Services Meeting (IAGSM) planning team and fulfills assigned responsibilities and participates in International Coordination Committee meetings when invited.
- Validates global AIS, AIS/LDC, and LDC new registrations and changes.
- Answers meeting line phone inquiries from Al-Anon/A.A./potential members, professionals, and others regarding basic Al-Anon and Alateen group information.
- Supplies other teams with accurate contact information for service arms outside the WSC Structure.
- Raises issues of concern or policy to the Associate Director - International Services for discussion with the Director of Programs or the Staff Policy Implementation Roundtable (SPIRiT)
- Participates in internal discussions of policy application and implementation as part of SPIRiT with voice, but no vote.
- Writes articles for WSO publications.
- Provides feedback to international structures on service tools, PowerPoint presentations, website content updates, etc. to ensure clear and consistent messaging.
- Other duties as assigned.

Requirements:

- Familiar with applying the Al-Anon's Twelve Steps, Traditions, Concepts of Service and *Digest of Al-Anon and Alateen Policies* to traditional matters through experience serving in positions at the District, Area, or world service levels
- Demonstrated ability to write and speak effectively in English in business and legal environments
- Ability to collaborate and cooperate in a team-based organizational structure

- Ability to prioritize and complete work on multiple tasks or projects independently and meet deadlines
- Attention to detail, good organizational and problem-solving skills
- Confidence using technology to plan, communicate, collaborate, and organize
- Proficient in Microsoft 365 products (Word, Excel, PowerPoint & Outlook), including online collaboration tools such as Teams

Education & Experience:

- Associate degree in communications, social sciences, or related fields
- Three years' experience in a professional capacity; or equivalent combination of education and experience
- Five or more years continuous, active Al-Anon membership required, with service roles at the District, Area, or world service level involving knowledge and application of Al-Anon principles and policies in direct interactions with members and trusted servants
- Cannot be a member of Alcoholics Anonymous
- Must qualify to be certified as an Al-Anon Member Involved in Alateen Service (AMIAS) in accordance with the WSO AMIAS Certification Program

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.

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.

Travel:

This position requires up to 1-2 weeks of travel per year, frequently occurring over weekends.

Point of Contact to Apply:

Email resume with cover letter to HumanRes@al-anon.org.