

## **COMMUNICATIONS CHAIR JOB DESCRIPTION**

(Formerly Telephone and Website)

### **HISTORY**

Phone-

In 2018 the District committee voted to change our phone system from the answering system we had been using to an internet-based service that would ensure that anyone reaching out would speak to an actual member, following the lead of other districts in Area 79 who had success with this system. The caller gets to choose if they want to speak to a woman, a man, or the operator. The system then rings the contact # of the first person on the list, if the call is unanswered it goes to the next person, and so on until it is answered.

Website-

We have always had difficulty in finding a qualified webmaster within the fellowship. When we did find one, they often felt locked into the position for way beyond their 2 year term as we could not get a replacement. About halfway through the term we voted to move to an outside contractor who, though not a member of AA, none the less had decent understanding of our traditions, particularly anonymity. The web Chair then becomes simply the point of contact between the fellowship and the webmaster, communicating any changes or updates we wished to see.

In 2020 the District Panel voted to combine the two committees into one Communications Committee. This job can be managed by one person if it is not too busy. It is suggested, however, that there be an active Alternate who can step in during busy times or when the chair is unavailable.

## **JOB DESCRIPTION – COMMUNICATIONS CHAIR**

- Maintain accurate phone lists, ensuring that there are always enough members to answer the phone.
- Gain a good understanding of how to manage and make necessary changes to the computerized FreedomVoice system.
- Organize at least one phone workshop each year to recruit new volunteers, explain how the FreedomVoice system works, and to teach appropriate AA phone etiquette.
- Be prepared to support members in their 12 Step role when newcomers reach out to the Operator for information, which often involves 1st contact and arranging a 12-Step phone call and /or meeting.
- Act as the liaison between the fellowship and the webmaster, relaying new information or corrections for the website. Relay information from the webmaster to the fellowship.
- Receive and review the monthly invoice from the webmaster and FreedomVoice and pass along to the treasurer for timely payment, or reimbursement if you have already paid it. And kinds of calls received by both the
- Develop monthly reports for the District Committee on numbers and kinds of calls from both the AA Telephone and Website visits.