

Telephone Answering Service Coordinator shall:

Coordinate telephone answering coverage, ensuring daily coverage.

Recruit and orient volunteers, supplying volunteers with necessary literature. Volunteers should receive a packet that includes a duties description.

Obtain most current meeting list and distribute to volunteers

Provide backup for volunteers.

Tally the number of calls on a monthly basis and report as requested or necessary to NHI.

Ensure that all phone service work maintain the anonymity of the caller, both inside and outside OA, and accurately present the message of LOVE and RECOVERY in the OA program.