

TELESERVICE COORDINATOR (Volunteer Position – by Vote or Appointment)

IN GENERAL

- Term of 3 years, congruent with Area Panel term
- Submit a Trusted Servant Profile by July District Meeting of voting year.
- Familiar with the Al-Anon and Alateen Service Manuals and WSO Guidelines
- District 23 Website - [Service Manuals/WSO Guidelines/Other Resources](#)
- Having a Service Sponsor is strongly recommended.
- Reading the Washington Wanderings is recommended

MONTHLY

- Attend all District meetings (or ask someone to represent you).
- Review past months meeting minutes and submit corrections to the District Secretary.
- Ask for Volunteers to monitor phones for a two-week period.
 - Volunteers should be available to receive and/or return calls promptly.
- Monitor the Google Voice/Email account
 - Schedule and transfer incoming phone/emails to serving volunteer.
 - Track number of calls received/missed.
 - Fill in on answering phones as needed.

ANNUALLY

- Submit an estimated annual budget for the Teleservice Coordinator position to the District Budget Committee

AS NEEDED

- Provide training and resources available for volunteers answering calls/emails.
- Maintain a current list of active volunteers with phone numbers and email addresses.
- Maintain a current list of Step 12 call resources for both English and Spanish speaking members.
- Be available as a resource to all District 23 Groups, District 23 Coordinators and cooperate with other Washington Area Districts and Area Coordinators.

“We are not in this alone! Together We Can Make It! Let It Begin With Me!”