CHRONIC PAIN ANONYMOUS (CPA)
GENERAL SERVICE VIRTUAL OFFICE JOB DESCRIPTIONS

The General Service Virtual Office (GSVO) manages the daily business and administrative operations of the Chronic Pain Anonymous Service Board (CPASB). The Executive Director heads the office and ensures effective functioning of services provided to the fellowship.
EXECUTIVE DIRECTOR

Description
The Executive Director is responsible for all the activities of the GSVO, on behalf of the CPASB, to meet the needs of the fellowship. In conjunction with the CPASB, GAC and World Service Conference (WSC), establishes short and long-term goals, objectives, programs and office policies. Provides communication between the CPASB and GAC. The Executive Director, a participant of the CPASB, ensures that all CPASB decisions dependent upon or to be executed by the GSVO are implemented. The Executive Director advises and participates in meetings, and takes direction from the CPASB, and as such, does not vote on any board, CPASB, GAC or the WSC.

Reporting to the CPASB, the Executive Director supports a healthy work environment within the GSVO. The Director ensures the needs of the fellowship and potential members are met through the many avenues and resources available in our ever-changing world. The Executive Director ensures the organization has a diverse staff with skills appropriate to the needs of each position.

Responsibilities
• The Executive Director articulates and models CPA’s core values and spiritual principles to create a climate of trust for an overall GSVO team approach
• In conjunction with the CPASB and WSC, establishes short-term and long-term goals, objectives, programs and policies to advance the Mission and Vision for CPA
• The Executive Director is able to exhibit a clear understanding of the Concepts of Service
• Manages CPA email accounts, delegating as appropriate
• Responds to phone inquiries, delegating as appropriate
• Attends monthly CPASB and GAC meetings
• Participant of WSC planning committee and attends WSC
• Oversees staff: Social Media, Store, Web Design Team, YouTube
• Coordinates CPA website updates and changes with Web Design Team
• Oversees CPA Store, implementing processes and ensuring proper training and supervision of Store staff
• Manages CPASB Zoom and Dropbox accounts
• Manages CPA publishing
• Oversees additional special workers, such as lawyer, etc.

Requirements to apply
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
Minimum Qualifications

- College degree
- Management experience
- Member of CPA and competed the Twelve Steps
- Demonstrable competency in written and oral communication with staff, fellowship, the Board, and the general public
- Ability to work flexibly in a diverse and transitional environment
- Advanced interpersonal skills necessary in order to interact in delicate, sensitive, and/or complex situations
- Ability to solve problems, build unity, make effective presentations before groups including the public
- Leadership skills/vision: Ability to see the “big picture”

Desirable Qualifications

- Demonstrated skills in an administrative position
- Experience working with a Board of Directors
- Experience in long-range planning
- Cooperative and willing to develop skills as needed
- Previous experience in a not-for-profit organization
- Ability to read and understand a budget and/or financial statement/accounts to analyze for discrepancies

Language Skills

- Ability to read, analyze, and interpret most complex documents
- Ability to respond effectively to the most sensitive inquiries or complaints
- Ability to write speeches and articles using original or innovative techniques or style
- Ability to make effective and persuasive speeches and presentations on debatable or complex topics to top management, public groups, and/or boards of director

Computer Skills

- To be successful in this role, an individual must have advanced skills in Microsoft Office Suite software (Word, Excel, Outlook and PowerPoint)

Time commitment

- 15-25 hours a week
SOCIAL MEDIA COORDINATOR

Description
The CPA Social Media Coordinator is responsible for making and posting memes to the three social media outlets: Facebook, Instagram and Twitter. The purpose of this is to spread the message of hope about CPA recovery and attract people who live with chronic pain and chronic illness, so they are aware of the fellowship. Reports to the Executive Director.

Responsibilities
- Create posts for the social media outlets
- Manage the 3 outlets on a regular basis, including checking comments, messages, and analytics and responding as required
- Provide monthly analytics report to the Director
- Trains and mentors apprentice to take over the position

Term of service
- 2 years

Requirements to apply
- Member of CPA
- Competent computer skills, including Facebook, Instagram and Twitter
- Familiarity with the CPA Twelve Steps and Twelve Traditions
- Familiarity with the CPA literature
- Competent and sensitive communication skills

Suggested skills
- Detail oriented
- Graphic design skills preferred, can be trained as apprentice

Time commitment
- 3-4 hours a week
WEB DESIGN TEAM

Description
Manages CPA website

Responsibilities
• Updates the website with provided information from the Executive Director and Meeting Liaison
• Creates required navigation/menus needed. Works on clarifying/simplifying information-architecture
• Updates WordPress and plugins as needed
• Keeps hosting account up to date: PHP, Mail, Bluehost, etc.
• Back-up system
• Use of titles for SEO
• 508 Standard
• Works with Executive Director to identify priorities, goals, projects and timelines
• Maintain ongoing records of work accomplished and future goals and tasks

Term of service
• As per contract

Requirements to apply
• Understanding of WordPress as a whole, including plug-ins
• Understands hosting from moving hosting provider, backing up files and database, to updating PHP
• Basic HTML
• Basic CSS

Suggested skills
• Photoshop
• Competent in HTML
• Competent in CSS

Time commitment
• 2-4 hours a month
STORE MANAGER

Description
The store manager is responsible for the filling and shipping of CPA literature orders, including brochures and bookmarks. Reports to the Treasurer and Executive Director.

Responsibilities
• Check website for orders twice a week
• Send orders within a week of receipt
• Maintain financial records and keeps receipts
• Record orders in spreadsheet

Term of service
• 3 years

Requirements to apply
• Familiarity with CPA literature
• Detail oriented
• Ability to drive to post office
• Basic computer skills including email, word processing and spreadsheets
• Familiarity with the CPA Twelve Steps and Twelve Traditions
• Ability to lift and move small boxes

Suggested skills
• Advanced computer skills

Time commitment
• 1-2 hours a week
YOUTUBE COORDINATOR

Description
Manages the CPA YouTube site. Reports to the Executive Director.

Responsibilities
- Manage day-to-day operations
- Updates the YouTube channel with provided information from the Executive Director and Meeting Liaison
- Trains and mentors apprentice to take the position
- Competent computer skills
- Competent and sensitive communication skills
- Works with Executive Director to identify priorities, goals, projects and timelines
- Knowledge of the YouTube platform and ecosystem
- Headline and SEO copy writing experience

Term of service
- 2 years

Requirements to apply
- Familiarity with YouTube
- Familiarity with the CPA Twelve Steps and Twelve Traditions
- Familiarity with the CPA literature
- Member of CPA

Suggested skills
- Detailed oriented
- Advanced computer skills

Time commitment
- 1-2 hours a month
LITERATURE AND PUBLISHING MANAGER

Description
Works with Literature Chair, Graphic Designer, and Board to create new literature. Orders brochures as needed. Manages all publishing details for CPA books.

Responsibilities
• Fulfills all necessary processes to complete publishing for all literature, including books, brochures, bookmarks, and materials printed to support groups
• Maintains an adequate literature inventory, to include World Service Conference approved books, pamphlets, service manuals, etc.
• Attends Literature Committee meetings

Term of service
• 3 years

Requirements to apply
• Member of CPA and competed the Twelve Steps
• Demonstrable competency in written and oral communication with staff, fellowship, the Board, and the general public
• Ability to work flexibly in a diverse and transitional environment
• Suggested skills
• Familiarity with CPA literature
• Detail oriented
• Advanced computer skills
• Familiarity with the CPA Twelve Steps and Twelve Traditions
• Ability to lift and move small boxes

Time commitment
• Varies from 1 hour a month to 6-8 hours a month