

***Monterey Bay Area
Intergroup of Alcoholics
Anonymous***

***Central
Office
Volunteer***

546 Hartnell St. Suite E
Monterey, Ca. 93940
(831) 373-3713
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Who wants to volunteer at Central Office?



I do! I do!

Service opportunities

ABOUND

At Central Office!

The benefits are astounding!

Here is what one volunteer has to say:

*"It is spiritually uplifting to share
with callers and visitors as they
reach out for help. For many, it is
their first contact with A.A."*

What We Do

The Volunteers at Central Office are an integral part of Alcoholics Anonymous in the Monterey area.

Volunteers are responsible for:

- ◆ Answering phone calls from new comers
- ◆ Referring callers to 12 Step members
- ◆ Giving out meeting information to visitors
- ◆ Literature sales
- ◆ Recording group contributions
- ◆ General, light office duties
- ◆ Keeping schedules folded and ready
- ◆ Making up newcomer packets

Computer experience not necessary.

Knowledge of the 12 Traditions very important.

Your voice on the phone:

Answering calls at Central Office is one way of putting the 12th Step to work in your life. Your voice is often the first contact a still suffering alcoholic will have with AA.

Your calm and gentle manner can instill trust in a prospective sober newcomer. A professional and courteous tone of voice is important.

That first call is a difficult one to make, as you no doubt recall from your first contact with our fellowship. It may take some time for the person to verbalize his purpose for calling. It is best not to jump to conclusions. If the alcoholic can admit that he or she has a problem, perhaps the caller has begun to take the First Step. A little coaxing may be necessary.

Patience and tact are essential.

A caller may have only a vague idea of his desires. Often he only knows that he is in trouble and recalls that he has heard somewhere that A.A. might be able to help.

You will develop experience in knowing how to talk with the caller. The situation usually dictates the methods used with each particular caller and his circumstances.

*Each call will be different, yet they all have that common thread; **the caller is asking for help!***

What is asked of you:

- Serve 4 (or less) hours a week
- Represent A.A.
- Inform volunteer coordinator if you cannot make your as signed schedule.
- Maintain a professional and courteous manner
- Remember our singleness of purpose; refer addicts to other appropriate programs.
- Familiarize yourself with the following literature:

A.A. At A Glance

A.A. Traditions

Understanding Anonymity

Chapter 7 in the Big Book

Volunteer commitment:

**Be the hand that is there
for the next alcoholic who
reaches out for help**

**Call Central Office
(831) 373-3713
Ask for the
Volunteer
Coordinator**