

Role – General Email Responder

Description: Responding to emails sent to the [general@oagb.org.uk](mailto:general@oagb.org.uk) email address from a variety of sources including newcomers, OA members and professionals.

Qualifications:

* To have at least three months of current continuous abstinence
* To have been in OA for at least a year
* To be working the OA steps with a sponsor
* To have an understanding of the 12 Traditions

Tasks involved:

* Work in a 5-6 week rota, taking a week of responsibility for the mailbox
* Log into the webmail account for [general@oagb.org.uk](mailto:general@oagb.org.uk) every day to check for new emails
* Reply to emails in line with the Traditions, supported by a detailed Word document listing frequently asked questions and links to find information
* Delete any spam emails, and regularly check the Junk folder
* Seek advice from Board Administrator with any queries you are unable to answer or need clarification on
* Liaise with other email responders for handovers via email

Working with:

The other email responders, a team of approx. 5-6 people. Supported by the Board Administrator, Communications Officer, and the rest of the NSB for any challenging queries.

Approximate time commitment:

Email volumes and content vary, but on average this takes between 10 to 30 minutes each day for the week you are covering, which is one in every five to six weeks. Weeks can be swapped or changed in the event of other commitments.

Technical requirements:

This role requires Internet access, and is more easily done on a laptop/PC although it is possible on a tablet