

# NA World Services

## Job Description

### Admin Assistant

<b>Job Title:</b> Administrative Assistant	<b>FLSA Status:</b> Non-Exempt
<b>Department:</b> Admin Assistant Team	<b>Date:</b> June 2025
<b>Location:</b> Chatsworth, CA	<b>Hourly Salary Range:</b> \$22 and up
In person position	

### Job Scope and Dimensions

**Job Summary:** Provides administrative support and coordination for the World Board, management staff, and various workgroups as specifically assigned. Tasks may range from taking meeting records, to purchasing refreshments, organizing and archiving files, scheduling necessary virtual meetings etc. Provides general administrative support such as mailings, data entry, correspondence, and telephone calls. May be required to travel and work weekends as needed.

### Examples of Essential Duties and Responsibilities:

- Answer written correspondence and phone inquiries from NA Fellowship and occasionally from the public
- Prepare and distribute/upload committee or workgroup meeting materials, and all supporting documents
- Attend assigned meetings, take minutes, and prepare follow-up action list
- Maintain files, including emailing and uploading to Dropbox, and mailing lists
- Maintain and assemble printed material packets for mail distribution
- Attend and support World Service Conference and World Convention as assigned
- Coordinate other support personnel as needed and function as member of workgroups or task teams as assigned.
- Participate in team meetings and/or projects
- Perform other related duties as required and assigned
- Occasional travel may be required

**Possible duties may also include (training can be provided for candidates with aptitude and interest):**

- Coordinate travel as assigned
- Perform copyright-related or other corporate-related tasks as assigned
- Help maintain WordPress website under supervision of IT staff
- Manage online surveys, including posting in multiple languages and data management

### Qualifications Guidelines

**Experience/training/education**

Excellent English skills required, including the ability to independently compose, edit, and proofread reports, business letters, and emails. Area- or regional-level trusted servant experience is helpful. Experience with the use of remote computing technologies, such as Citrix or GoToMyPC, a plus.

**Knowledge of:**

- Office 365 applications, particularly Outlook, Word, Excel, and PowerPoint
- NA service structure
- General business correspondence protocols and office equipment such as copier, fax, printer, and scanner
- Secure computing best practices; protecting and utilizing complex passwords, critical thinking in analyzing suspicious emails and websites for potential phishing or malware attacks.

**Skills and Abilities**

Attention to detail, ability to work well with others, and ability to maintain confidentiality of sensitive or personal information. Able to work in a team environment; have organizational skills and pay attention to detail in composing, typing routine correspondence and memos and proofing materials. Must be able to interact and communicate with individuals at all levels of the organization, Narcotics Anonymous, particularly groups, and area and regional service committees. Must demonstrate flexible and efficient time management and ability to prioritize workload and be able to coordinate a variety of tasks. Some AI knowledge a plus.

**Inquiries to:** [hr@na.org](mailto:hr@na.org)

## Physical Requirements/Working Conditions:

### KEY

0%	N = NEVER
1% - 33%	O = OCCASIONALLY
34% - 66%	F = FREQUENTLY
67% +	C = CONSTANT

Physical Activity	N	O
	F	C
1. Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
2. Walking	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Sitting	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Lifting: Heavy - Max. 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
5. Lifting: Light/Heavy-Max. 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
6. Lifting: Medium - Max. 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
7. Lifting: Light - Max. 20 lbs.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
8. Carrying Est. Wt. 10 lbs_____	<input type="checkbox"/>	<input checked="" type="checkbox"/>
_____ <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Pushing Est. Wt. _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>
_____ <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Pulling Est. Wt. _____	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> _____ <input type="checkbox"/>		
11. Climbing stairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
12. Climbing ladders	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
13. Balancing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
14. Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
15. Kneeling	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
16. Repeated bending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
17. Crawling	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
18. Reaching overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

19. Finger movement-repetitive	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
20. Grasping	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
21. Repetitive twisting or pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
involving wrists or hands		
22. Both hands required	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
23. Both legs required	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
24. Ability for rapid mental/	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
muscular coordination		
25. Oral communication, speak	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
clearly		
26. Hearing	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
27. Specific visual requirements	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Depth perception	<input type="checkbox"/>	<input type="checkbox"/>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>
29. Color vision:		
Distinguish basic shades	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Distinguish basic colors	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Operate motor vehicle	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environment</b>	<b>N</b>	<b>O</b>
	<b>F</b>	<b>C</b>
1. Outside	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

2. Outside and inside ☒ ☐ ☐
3. Heat over 100 degrees F ☒ ☐ ☐
4. Heat over 95 degrees F ☒ ☐ ☐
5. Cold below 55 F ☒ ☐ ☐
6. Heights > 10 feet ☒ ☐ ☐
7. Noise above 95 dbA (loud) ☒ ☐ ☐
8. Noise above 85 dbA (moderate) ☐ ☐ ☒
9. Organic solvents ☒ ☐ ☐
10. Dusty conditions ☒ ☐ ☐
11. Strong acids/caustic ☒ ☐ ☐
12. Chemicals: Type \_\_\_\_\_ ☒ ☐ ☐
13. Grease/Oils: Type \_\_\_\_\_ ☒ ☐ ☐
14. Working with machinery ☒ ☐ ☐
15. Working with moving vehicles ☒ ☐ ☐

16. Working with ladders/scaffolding ☒ ☐ ☐
17. Working alone (out of sight) ☒ ☐ ☐
18. Work more than 40 hours weekly ☐ ☐ ☒
19. Work more than 8 hours daily ☐ ☐ ☒

#### PROTECTIVE EQUIPMENT

REQUIRED	N	O
	F	C

- |                       |            |   |
|-----------------------|------------|---|
| 1. Respirator         | Type _____ | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2. Eye protection     | Type _____ | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 3. Hearing protection | Type _____ | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 4. Gloves             | Type _____ | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 5. Boots              | Type _____ | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 6. Body protection    | Type _____ | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 7. Other _____        |            | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_