Team Manager Position Summary:

The **Team Manager** is responsible for the overall administration, communication, and coordination of the team's operations throughout the hockey season. Acting as the primary liaison between coaches, parents, players, and the Division Manager, the Team Manager ensures that the team adheres to BFIHA, PCAHA, and BC Hockey guidelines while fostering a positive and organized team environment.

Key Responsibilities:

1. Communication Requirements

- Act as the primary contact between:
  - Coaches and parents
  - Division Manager and PCAHA
  - Opposing teams and officials
- Distribute important information to the team regarding:
  - Game and practice schedules
  - Tournaments and special events
  - Game reschedules and cancellations
  - Monitor and communicate any changes to protocols or facility requirements. Information for these instances will come from the Division Manager or Director of Divisions.
  - Use TeamSnap to manage team communication, scheduling, and availability.
- After team tiering/balancing is complete, submit team roster changes to the **Division Manager**.

---

2. Certification Requirements

- Complete and maintain required certifications:
  - Criminal Record Check (CRC) every 3 years.
  - Respect in Sport (RIS) for Activity Leaders before December 1.
  - Concussion Awareness Training Tool (CATT).

---

3. Volunteer Coordination

- Assign and manage parent volunteers for key roles, if possible:
  - Treasurer
  - Fundraising Coordinator
  - Scorekeepers/Timekeepers/Music
  - Female Dressing Room Monitors
  - Snack volunteers (if applicable)
- Ensure parent volunteers are aware of their responsibilities and schedule. Volunteers should be assigned in Teamsnap.
- Rotate duties fairly and ensure all parents contribute to the team's success.

---

4. Financial Management

- Collaborate with the **Team Treasurer** (the Team Manager can act as the team treasurer if not Team Treasurer) to:
  - Develop and present the Team Budget at the parent meeting.
  - Collect team fees and Jersey Deposit Cheques ($200 per player, post-dated to March 31).
  - Manage disbursement of any surplus team funds to parents at season's end. A report of how team fees were used throughout the season is also required to be sent to parents.
  - Return unused referee fees and submit the required report outlining the referee payments. Referee cheques will be given to team managers at the beginning of the season.
- Give an Ice Deposit cheque ($250 cheque payable to "BFIHA" and post dated to March 1st of the next year) from the Head Coach or yourself to your Division Manager. If during the season, ice assigned to your team is not managed properly resulting in empty ice, the ice deposit will be cashed.
- Collaborate with the **Fundraising Coordinator** to organize any fundraising efforts. It may be determined by the parents that they prefer to pay more team fees instead of fundraising efforts; however, fundraising efforts are encouraged.
  - Ensure any team fundraising activities are properly licensed and approved by BFIHA.

5. Game Management

- Assign in Teamsnap and confirm game volunteers, including:
  - Timekeepers / Scorekeepers / Music (for home games)
  - Female Dressing Room Attendants (ensure Rule of Two compliance)
  - Parents on snack duty (if applicable)
- Communicate with opposing team's team manager to confirm game day details
- For home games only, confirm referees are booked and payments are prepared before each home game.
  - Pay referee/linesmen fees using cash in a sealed envelope at each home game.
- For home games, ensure gamesheets are accurately completed and submitted. For away games, ensure roster is accurate and signed prior to the start time of the game.

---

6. Risk Management & Safety

- Ensure a **Safety Person (HCSP)** is present at all team events, games and practices.
- In collaboration with the HCSP:
  - Collect, review, and securely store Medical Information Forms. The forms are available in Teamsnap using the Team Managers access.
  - Be familiar with emergency procedures and know the location of rink first aid equipment.
  - Follow the Hockey Canada Injury Protocol for any injuries and ensure proper documentation.
- Enforce BFIHA's Code of Conduct for players, coaches, and parents.

---

7. Tournament & Exhibition Game Organization

- Determine from the parents and coaches the number of tournaments the team would like to enter.

- Register the team for tournaments and obtain Tournament Permission Numbers from the PCAHA League Manager.
- Communicate with parents about travel, accommodations, and logistics for away tournaments.
- Book and pay for referees for exhibition games (using team funds).

---

8. Other Responsibilities

- Schedule and manage jersey pickup, distribution and returns (washed and in order).
- During jersey pickup, also collect, distribute to HCSP and return first aid kits.
- Organize team parties. It is recommended to request other team parents to help coordinate the party as well as any gifts. Typically, team parties are:
    - Holiday party in December where a small player gift is usually presented.
    - Year-end team party where coach and player gifts are organized.
- Organize any team meals during tournaments. This can also be assigned to team parents.

---

9. Conflict Resolution & Complaint Handling

- Act as the first point of contact for parent or player concerns.
    - Address and de-escalate minor issues at the team level.
    - Follow the BFIHA Complaint Process and escalate unresolved issues to the Division Manager.
    - Ensure compliance with BFIHA's Harassment and Abuse policies.

Time Commitment:

- Pre-Season: High (team setup, certification, BFIHA / PCAHA meetings, and parent meeting)
- Regular Season: Moderate (weekly tasks, game-day duties, communication)

- Playoffs & Year-End: High (wrap-up, party planning, financial reports, jersey returns)

Skills & Qualifications:

- Strong communication and organizational skills
- Ability to work well with coaches, parents, and players
- Basic understanding of hockey operations and league guidelines
- Proficiency in digital tools (TeamSnap, HiSports, email, spreadsheets)
- Conflict resolution and problem-solving abilities
- Ability to delegate and manage volunteers effectively

Reporting Structure:

- Reports to: **Division Manager**
- Works closely with:
    - Head Coach and Assistant Coaches
    - Team Treasurer and other parent volunteers

Goal:

To ensure a well-organized, enjoyable, and positive hockey season that promotes player development, team spirit, and adherence to BFIHA policies.