



PCFA TEAM MANAGER GUIDE

Keeping the Team Organized, Informed, and Running Smoothly

1. YOUR ROLE AS A TEAM MANAGER

As Team Manager, you are the **organizational leader of the team and the coach's right hand**.

You are responsible for:

- Team communication
- Scheduling and logistics
- Keeping players and families informed
- Ensuring smooth day-to-day operations

Your role allows the coach to **focus on coaching**, while you ensure everything off the field runs efficiently.

2. BUILDING YOUR TEAM (ON AND OFF THE FIELD)

Softball is a Community Sport

A successful team requires **everyone contributing**.

You will help the coach:

- Organize parent volunteers
- Assign roles
- Ensure responsibilities are covered

Key Roles You Help Coordinate

- Scorekeeper

- Bench Parent
- Field Prep (raking, lining fields, setup)
- Tournament/event volunteers
- Fundraising support (if applicable)

👉 Help reinforce early:

“This is a volunteer-driven program—everyone helps.”

3. WHAT SUCCESS LOOKS LIKE

A successful Team Manager:

- Keeps the team **organized and informed**
- Ensures players show up **on time and prepared**
- Reduces confusion and last-minute issues
- Supports a **positive team environment**
- Makes the season easier for coaches, players, and families

If things run smoothly behind the scenes—you’re doing a great job.

4. YOUR TOP PRIORITIES

1. Communication

- Send clear, timely updates
- Ensure all families know schedules and expectations
- Be the main communication link

2. Organization

- Keep schedules accurate and up to date
- Track availability and attendance
- Coordinate logistics

3. Support the Coach

- Handle admin tasks so the coach can focus on players
- Help reinforce team expectations

4. Problem Prevention

- Anticipate issues (weather, attendance, timing)
 - Communicate early to avoid confusion
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5. TEAMSNAPE & SCHEDULING

TeamSnap is Your Primary Tool

You are responsible for:

- Maintaining the schedule (games, practices, events)
- Sending updates and reminders
- Tracking player availability
- Communicating changes quickly

Best Practices

- Keep everything in one place (TeamSnap)
 - Send reminders before games/practices
 - Update cancellations ASAP
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6. GAME DAY RESPONSIBILITIES

Before the Game

- Ensure families know:
 - Time
 - Location
 - Arrival expectations (typically 45–75 mins early)
- Confirm player availability
- Ensure scorekeeper and volunteers are assigned

During the Game

- Support logistics (not coaching)
- Help coordinate scorekeeping if needed
- Assist with communication

After the Game

- Share any follow-up info (next game, schedule updates)
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7. COMMUNICATION WITH PARENTS

Set Expectations Early

- Communication will go through TeamSnap
- Response timelines (if applicable)
- Volunteer expectations

Ongoing Communication

- Keep messages:
 - Clear
 - Concise
 - Timely

Handling Questions or Concerns

- Direct coaching-related issues to the coach
- Encourage use of the **24-hour rule**
- Escalate to Parent Liaison if needed

👉 Stay neutral—you are not the decision-maker

8. SAFETY, SCREENING & CERTIFICATION

Criminal Record Checks (Mandatory)

Required for:

- Team Managers
- Coaches & Assistant Coaches
- Team Treasurers

This is required under Softball BC screening policies.

Rule of Two (Mandatory)

- Never be alone with a player
 - Always ensure two adults are present
 - Applies to in-person and digital communication
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General Safety Expectations

- Help ensure players are supervised at all times
 - Support safe environment at games and practices
 - Model respectful behavior
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9. YOUR SUPPORT TEAM & KEY CONTACTS

You are supported by PCFA—use these resources.

Key Contacts

Secretary

Dawn Smith

 secretary@pcfa.club

Parent Liaison

Evan Kellett

 parentliaison@pcfa.club

Facility Coordinator (Field Bookings)

Tanya Adams

 facilitybooking@pcfa.club

Equipment Coordinator

Greg Clewlow

(Pitching machines, sliding mats, etc.)

PCFA Policies & Procedures

<https://pcfa.club/policies-%26-procedures>

10. WHAT YOU DO NOT DO

To keep roles clear, Team Managers do NOT:

- Make coaching decisions
- Set lineups or positions
- Discipline players
- Handle disputes independently

👉 Direct these to the coach or Parent Liaison

11. COMMON MISTAKES TO AVOID

- Too many communication channels (stick to TeamSnap or Whatsapp)
 - Sending unclear or last-minute messages
 - Taking on too much yourself
 - Getting involved in coaching decisions
 - Not confirming availability early
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12. FINAL REMINDERS

- You are the **organizational backbone of the team**
- Clear communication prevents most issues
- Stay neutral, organized, and proactive
- Support the coach and families

If your team is informed, organized, and running smoothly—you've done an outstanding job.