

OOAA Team Manager Role & Expectations

Position Overview

The OOAA Team Manager plays a central role in the successful operation of the team. This position supports coaches, athletes, and families by coordinating logistics, communication, scheduling, compliance, and team administration. The Manager ensures the team environment runs smoothly, professionally, and in alignment with OOAA and league standards. The OOAA Team Manager is a leadership role that directly impacts the team's success, culture, and experience. By managing logistics, communication, compliance, and team support with professionalism and consistency, the Manager helps create an environment where athletes can thrive and families feel informed and supported.

1. Team Operations & Logistics

The Team Manager oversees all day-to-day operational needs of the team, including:

- Coordinate all team travel: bus and airfare bookings, hotel reservations, rooming lists, meals, itineraries, and compliance with Town of Okotoks facility rules (bus drop-off/pick-up, meal locations, etc.).
- Manage game-day logistics: volunteer assignments for home games, FLO Hockey, referee bookings and payments, penalty box/scoresheet/clock support, and any required operational roles.
- Organize tournament registrations, payments, travel permits and required documentation.
- Ensure all league, association, and facility requirements are met (permits, rosters, credentials, AP additions, game changes).
- Maintain accurate and up-to-date information on the Hockey Alberta website.
- Coordinate with the OOAA Equipment Director pre- and post-season (jerseys, socks, pucks, computer, etc.).
- Order name bars and coordinate sewing with approved vendors.
- Coordinate apparel sizing and team gear orders.
- Organize team and individual player photos.
- Assign a Social Media Coordinator and ensure all team platforms follow OOAA guidelines, showcase the program appropriately, and reflect team culture.
- If necessary, oversee digital content operations, including video upload (InStat/Hudl/FLO footage) to ensure coaches have timely access to game film.
- Create and distribute "Scout Packs" for all home games and tournaments, ensuring scouts receive accurate rosters, player data, and schedule information.

2. Communication & Administration

The Manager is the central communication hub for the team and ensures clarity, professionalism, and consistency.

- Serve as the primary communication link between coaches, athletic therapist, players, and families while ensuring the OAAA communication flow is followed.
- Set up TeamSnap and maintain an accurate, up-to-date schedule.
- Coordinate with the OAAA Director and Administrator for team set up and administrative requirements.
- Communicate regularly with the League Governor and other team managers.
- Schedule and lead parent meetings; prepare and distribute agendas and follow-up notes.
- Communicate season expectations, team standards, and key information in a timely manner.
- Assign parent volunteer roles early and ensure volunteers understand and fulfill their responsibilities.
- Maintain accurate team records: rosters, contact lists, medical forms, code of conduct forms, and other required documentation.
- Support coaches with administrative tasks as needed.
- Enforce the **24-Hour Rule** by acting as the gatekeeper for parent-coach communication, preventing emotional conversations immediately after games.

3. League & Organizational Compliance

The Manager ensures the team meets all requirements set by the league, Hockey Alberta, and OAAA.

- Ensure the team adheres to all AEHL/AFHL, Hockey Alberta, and OAAA rules, policies, and deadlines.
- Ensure compliance with all OAAA policies including Code of Conduct, rooming rules, social media, fraternization, transportation, and player behavior expectations.
- Attend all required Manager meetings with OAAA and Hockey Alberta.
- Submit required forms, travel permits, suspension documentation, and medical reports.
- Distribute and collect player code of conduct forms and medical forms.
- Coordinate with league officials, tournament directors, and OAAA leadership as required.
- Maintain a digital folder for each player's medical documentation, including any return to play and/or Hockey Medical Reports if applicable.

4. Safety, Risk Management & Emergency Preparedness

The Manager plays a key role in ensuring a safe environment for athletes.

- Ensure a formal Emergency Action Plan (EAP) is in place for every arena visited.
- Know the nearest hospital and emergency access points for each facility.
- Maintain emergency contact information on the bench at all times.
- Support the Athletic Therapist by ensuring all injury documentation and return-to-play paperwork is completed and filed.
- Help facilitate communication with billet coordinator for out-of-town players, ensuring safe housing, school transition support, and communication between families and billet coordinator.

5. Team Culture & Support

The Manager helps build and maintain a positive, respectful, and inclusive team environment.

- Support coaches in reinforcing team standards, expectations, and values.
- Foster a culture of professionalism, accountability, and respect among players and families.
- Assist with team events: parent meetings, team-building activities, game-day events, and end-of-season celebrations.
- Promote a culture of volunteer engagement and appreciation. The more families feel a part of the team the more likely they are to help ensure the success of the team.

6. Financial Coordination

The Manager works closely with the Treasurer and OOAA to ensure transparent and responsible financial management.

- Oversee the team bank account with the Treasurer.
- Track team expenses, budgets, and payments in coordination with the Treasurer.
- Collect fees when required and maintain transparent, organized financial records.
- Provide monthly financial updates to families to ensure clarity and prevent misunderstandings. Even if very little information has changed in the budget over the last month it is best practice to share regardless and avoid speculation on how the funds are being used.
- Support fundraising and sponsorship efforts while ensuring compliance with AGLC rules and OOAA policies. AGLC licenses must be applied for in the team name not OOAA.

7. Volunteer Management

A successful season requires strong volunteer engagement.

- Assign volunteer roles early in the season.
- Ensure volunteers understand expectations, responsibilities, and timelines.
- Support and communicate with volunteers regularly.
- Encourage a culture of commitment, reliability, and teamwork among parent volunteers.

8. Professional Standards & Conduct

The Team Manager is expected to:

- Represent OOAA with professionalism at all times.
- Maintain confidentiality and handle sensitive matters appropriately.
- Model respectful communication and conflict-resolution practices.
- Uphold OOAA values and ensure all team operations reflect the standards of a high-performance AAA program as outlined in OOAA Code of Conduct.