



Manager Liaison

Time Commitment:

2–3 hours per month ~10 months per year

Increased time (approx. 15-20 hours total) at season start (August–November)

Volunteer Role

This role fulfills the SCRA volunteer commitment (100 credits / 8 hours per player for the season), in alignment with the SCRA Volunteer Program requirements.

South Calgary Ringette Association (SCRA) is built on the dedication of volunteers who create a positive and meaningful experience for athletes, families, and teams. The Manager Liaison plays a key role in supporting Team Managers—providing guidance, structure, and clear communication to help ensure a consistent and well-run experience across all teams.

As Manager Liaison, you'll act as the primary point of contact for Team Managers, helping them navigate their role with confidence. You'll ensure Managers are equipped with the tools, information, and support they need, while reinforcing alignment with SCRA processes, expectations, and values.

This role is ideal for someone who enjoys supporting volunteers, thrives in a coordination role, and values clear communication, consistency, and strong organizational practices. It's an opportunity to positively influence the team experience across the association by enabling Managers to succeed.

Reporting & Structure

Reports to: VP Operations League (or designate)

Works closely with: VP Operations League and Team Managers

Focus is on support, communication, and resource development (does not oversee Team Managers, team decisions or team finances directly)

Key Responsibilities

Support Team Managers

- Act as the first point of contact for questions and issues from Team Managers throughout the season; Respond and provide guidance based on the SCRA Managers Manual as well as other policies, processes and resources



- Triage and escalate questions or issues as needed to VP Operations - League
- Attend all SCRA board meetings as a non-voting participant and observer

Lead Season Kick-Off & Early-Season Support

- Plan and facilitate the Team Manager kickoff meeting at the start of the season
- Be available and provide adhoc support to team managers on an as needed basis
- Host weekly Team Manager support and education sessions during the first 6–10 weeks of the season

Develop Tools, Templates & Resources

- Update the Team Managers Meeting Presentation at the start of the season in collaboration with VP Operations League
- Update the SCRA Managers Manual annually before the start of the season in collaboration with VP Operations League
- Update, create, and maintain other resources to support Team Managers

Communications & Alignment

- Develop and distribute communications to Team Managers throughout the season
- Ensure messaging from the Association is clearly communicated and consistently understood
- Reinforce SCRA's vision, mission, values, and expectations with Team Managers

You'll Be a Great Fit If You...

- Have multi-year experience as a Team Manager across both children's and classic ringette within South Calgary Ringette Association
- Have familiarity with existing policies and procedures of the Chinook Ringette League and Ringette Alberta
- Are comfortable triaging and escalating issues and questions as they arise
- Enjoy supporting volunteers and helping others succeed in their roles
- Communicate clearly, proactively, and professionally



- Are comfortable providing guidance while reinforcing expectations and standards
- Value consistency, fairness, and alignment across the organization
- Are comfortable working collaboratively with Board members, volunteers, and families