



# Triad Elite Soccer Club

## Manager's Guide

Thank you for volunteering to serve as a team manager. Your role as team manager is instrumental to the success of your team and to the club. We want you to be successful and we have put together this manual to give you the necessary tools to do so. It will also clarify some areas of potential confusion and answer questions about the club and team's decision-making process. This manual contains club-specific policies in accordance with the **Select** or **Classic** Handbooks, so please become familiar with your respective level. The Team Manager role is a commitment. If you feel you cannot fulfill the responsibilities alone, please enlist other parents to share the responsibilities with you or talk with the coach to see if another parent would be better suited to assume the role. In order to continue to improve, if you discover shortcuts, helpful information, or other successful ways to improve the Team Manager responsibilities, please share them with us so we can share best practices. Remember your role entails a great deal of managing and organizing. Thank you again for volunteering and for helping to make this a great year in competitive club soccer.

Make sure that you have completed the Risk Assessment background check by going to the link below:

[Click Here to Complete a Risk Management Application](#)

Make sure that you have completed the Abuse Training:

[Abuse Training Information](#)



## MANAGERS EXPECTATIONS

The coach is to instruct the players tactically and technically at games and practices. Everything related to the “game” of soccer is the sole responsibility of the coach. All matters pertaining to “off the field” activities is the sole responsibility of the Team Manager. The team manager can solicit parents, with the approval of the coach, to assist with team responsibilities.

## IMPORTANT CONTACTS

- Game Scheduler/Weather Hotline 336.558.4865 Stef Hamilton
- Field Coordinator - Todd Beckner [beckner4@bellsouth.net](mailto:beckner4@bellsouth.net)
- Webmaster: [triadelitesoccer@gmail.com](mailto:triadelitesoccer@gmail.com)
- Ref Assignor-Rodney Harden
- Interim Director of Coaching – Stef Hamilton [tescpresident@gmail.com](mailto:tescpresident@gmail.com)
- Classic Rep – Stef Hamilton [tescpresident@gmail.com](mailto:tescpresident@gmail.com)
- Head Registrar- Melanie Mellott [wundertwin2@yahoo.com](mailto:wundertwin2@yahoo.com)
- Treasurer/Risk Mgmt Liaison- Chris Zendgraft [tesctreasurer@gmail.com](mailto:tesctreasurer@gmail.com)
- Sponsorships- Rebecca Craps [rlcraps@gmail.com](mailto:rlcraps@gmail.com)
- Member’s Rep- Wendi Kinder [Tkinder@triad.rr.com](mailto:Tkinder@triad.rr.com)
- Vice President Operations- Tommy Doughton
- Vice President Development- Rebecca Craps [rlcraps@gmail.com](mailto:rlcraps@gmail.com)
- Hispanic Liaison - Susana Carballo [susanacl7@yahoo.com](mailto:susanacl7@yahoo.com)
- Uniform and Merchandise Info – Wendi Kinder [Tkinder@triad.rr.com](mailto:Tkinder@triad.rr.com)
- President - Stef Hamilton- [tescpresident@gmail.com](mailto:tescpresident@gmail.com)
- Secretary – Wendi Kinder [Tkinder@triad.rr.com](mailto:Tkinder@triad.rr.com)



## **INTRO TEAM EMAIL**

- It is recommended that you update your email address book and send a welcome email to your new team. Ask them to verify that all of your contact information is accurate. This will ensure that you have all of the information correct before league rosters are finalized.
- Your welcome email should provide the following: introduction, contact information, manager's role description, and a list of what is necessary to play and when it's due. The list should contain:
- Due at Tryouts – 1 copy of Medical Waiver Form.
- Due at Registrations - 1 copy (for registrar of player's Birth Certificate (new club members), one 1" x 1" color headshot photo, player info sheet, Financial Aid Form (if applicable), IRS W-2 (if applicable) and Acceptance Fee of \$250. It is helpful for the manager to have a team check list form to track who has turned in which items. As the parents return the required information, you can check off the pieces of information and make sure you have collected everything required before the parents leave.

## **ORGANIZE TEAM MEETING**

- Attend "Pre-season Manager's Workshop" to receive forms, instructions and information packets. This meeting will be organized by the manager and coach.
- Present players and parents with copies of team budgeting financial obligations, rules, training schedule, and all other information pertaining to team operations and coaches special instructions as described.
- Ensure with the help of the coach that all team obligations to the club are met. In the case of financial hardship or difficulty in collecting fees, the team manager should be in discussion with the Director of Coaching and club treasurer, so that he or she may resolve the problem. Club fee payment plans are available. Removal of player card due to non-payment is at the discretion of the Director of Coaching or Club President.



## GUIDELINES FOR REGISTRATION

- PLAYER REGISTRATION- Player cards are issued by registrar after written confirmation of club fee payment or payment plan with club treasurer via credit card/website, check mailed to club address or cash (submitted only to club treasurer). Allow 5-7 business days from receipt of ALL required paperwork and final release from club treasurer regarding club fee. Ensure player email is added to the club database. Lastly, updated uniform information must be submitted to club merchandiser and club registrar.
- TRANSFERS- Any requests need to be referred in writing (email) to the head coach, DOC, registrar and club treasurer. If a player leaves a team, return the card to the registrar immediately. NCYSA states: Any player with a competitive team is bound to that team for the seasonal year, except as modified by the following exceptions:
  - If the player has moved his/her primary residence a distance of fifty miles or more during the seasonal year.
  - The player's original team has officially folded and all player passes have been received in the NCYSA State Office.
- ADDING PLAYERS- Team Managers must follow **player registration** procedures as well as inform: head coach, DOC, registrar and club treasurer via email. Players are not permitted to practice until a medical waiver form has been submitted to registrar.
  - Registration verification and player # **must be approved** prior to ordering a uniform.
  - The club is not responsible for any player issued the incorrect player # due to failure to follow above procedure. All player cards for new players will take 5 to 7 business days from receipt of ALL required paperwork and release from club treasurer regarding club fee. Players should never pay nor obtain verbal payment plans with coaching staff for club or team fees. **Please speak to our Treasurer.**
- TEAM ROSTERS- Issued for those players who have established payment plans with the club treasurer or have paid club fees prior to the deadline. Once this is issued, no changes will be made to player numbers, etc. Player #s are not reusable, i.e., if a player has quit the team/injured for the current year, that number may be not recycled. Rosters must remain confidential to team officials only. Team parents should not have personal identity of players in their possession.



- GUEST PLAYERS/INTERSTATE PERMISSION FOR GUEST PLAYERS- This must be accomplished by head registrar from a coach/DOC to coach/DOC. Please refer all inquiries appropriately. Parent is responsible for retrieving the player card after guest play. There is a \$25 fee for lost player cards. Guest player card requests will be approved within 5-7 business days, after confirmation of completed financial club and team obligations.
  - NCYSA rules state: Notification to travel CANNOT be granted if the team applying for application is in bad standing with their club.
  - Contact your Coach or DOC for any guest player kits needed for your team (allow 7-14 days).
- Player cards **MUST** be returned to the head registrar no later than 7 days after the end of the completed year. Failure to do so will result in fines by the club and NCYSA to the respective team for any lost cards or non-compliance. Never give a player card to a coach, player or parent. This is the property of the association and should be kept by team managers.
- Double check that you have all the forms you require from each player and follow up to obtain any missing items. Ensure each player has submitted the following:
  1. Roster with contact info – verify correct contact data
  2. Medical Waiver
  3. 1x1 headshot
  4. Club Fee acceptance fee paid
  5. Uniform sizes
  6. If applicable, Financial Aid and supporting documentation



## TOURNAMENTS

- We encourage teams to participate in as many tournaments as the coach and parents have interest. They are paid for by dividing the tournament fees, coaches meal per diem and mileage by the participating players. Our Beat the Heat tournament is mandatory for Spring, unless you have permission from the DOC not to participate.
- Meet with the coach to determine which/how many tournaments the team will participate in.
  - All team tournament attendance is at the sole discretion of the club DOC.
  - U10-U14 we suggest 2 tournaments per season
  - U15-U18 it is strongly encouraged that you attend at least 2-3 tournaments per season, including STATE CUP.
- Additional tournament fees, to include mileage and accommodations for the coach, will be divided amongst players attending that tournament and must be agreed upon with the team.
- Obtain an application, find out what paperwork is needed for registration and register on time for the tournaments. Check to see if the tournament has an early registration discount available.
- Check with the coach to see if guest players are to be invited. Obtain NCYSA guest player form and medical release paperwork.
- Communicate with the coach to share the itinerary of the tournament outlining times and places for practices, meetings, meals, curfew and games to all players.
- Secure affordable accommodations for team players and coach (block of rooms).
  - Some hotels provide a room for the coach at no charge depending on the number of rooms and their policy-ask!
  - Share location and rates with families who may wish to secure additional rooms. Notify all of cancelation policies
- Notification to Travel (outside of NC only)- refer to NCYSA website for NTT form, deadline and instructions.
- Obtain Birth Certificates from Registrar (many tournaments may require them) and anything else the tournament may require.
- Register at (NCYSA sanctioned and USYS preferred) tournament.
- If applicable, discuss rooming lists, ensure unaccompanied players payment and travel plans and document location of those not staying at the team hotel.

- Print and retain a copy of the tournament rules in your team binder.
- Provide schedule information as soon as it becomes available to the team and families.
- Provide maps to tournament fields and hotels to all players.
- Be responsible for team check-in and registration. This may require you going a day ahead of the team based on tournament schedules.
- Bring all medical releases, player cards, and official roster with copies (4) for each game

### **CLUB GUIDELINES FOR INDIVIDUAL TEAM FINANCES**

- All necessary fees (coach's salary, team fees, referee fees) are collected by the club and are included in the club fee pricing structure. Tournament fees and fees for on-line check in are not included.
- All tournament fees will be the responsibility of the team to collect and fund the expense. The team manager will be responsible for collecting this additional fee and making payment to host team.
- At the start of each season (Fall and Spring), the Club Treasurer will give you a check for referee fees. The correct amounts (cash) must be paid to the referee and each side judge at each game. Referee fees are located here <http://www.ncsoccer.org/refees>. Please note, the fees on this site should be divided in half as the total amount is split between both playing teams.
- If you cannot attend a game, ref payment and player card submission must be made with another parent or give to the coach.
- Individual team finances will be maintained by the team manager. It is not required to keep an individual team budget, but may want to have a team budget for extra tournaments, coach's travel and expense reimbursement, or team meals when traveling.
- Please be aware of the club and team volunteer obligations for those players approved for financial aid.
- As the team manager, you will receive documentation from the club treasurer about each player's payment situation. Players may pay in full, make monthly payments via debit auto pay or make monthly payment in another way. You will also be given monthly amounts due that incorporate any financial aid a player may receive.
  - The manager may be asked to be the medium for parents to make monthly club payments.
  - Please contact the Treasurer at [tesctreasurer@gmail.com](mailto:tesctreasurer@gmail.com) to arrange times to turn in payments received.
  - You must notify families when they miss any monthly payments to the club.



- Any expense not covered by the club fee (coach's salary, referee fees, and 2 tournaments) must be mutually agreed to as a team prior to the expenditure. Valid expenses to be paid by the team account include, but are not limited to: neutral field rental, additional tournament fees, hotel/travel costs for the coach, postage, copy charges, and bank fees. It is the responsibility of the team manager to have in his or her possession a receipt or supporting documentation for all the expenses that are paid from the team account. Any residual funds remaining in a team account, no matter how insignificant shall be returned to the players no later than thirty days after the completion of the soccer year.
- It is recommended that you follow the club guidelines for team fee due dates. It is difficult to secure payments after your season has ended. The Director of Coaching and Club President have authority to hold a player card at any time and suspend team training after all options are exhausted in a respectful and discreet manner until payment is collected in accordance with the team budget/payment schedule.
- Minimal overpayment or fundraising collections by a player is easiest handled by deducting the receivables from the final team payment, rather than refunding and recollecting mid-season. Club treasurer will need to verify in writing that club fees are not in arrears, prior to any team fee refunds.
- General coordination and notification of deadlines, rostering, and fee collecting is ultimately the responsibility of the team manager. Please be in constant communication with the club treasurer.



## LEAGUE INFO

- Official State Roster to be provided by club registrar.
  - Make several copies, but keep your original on file.
  - Team rosters that are red stamped, dated and signed by a certified NCYSA registrar should not be given to anyone (addresses and phone numbers). Only the match rosters should be given out. Copies are accepted for league games, save the red stamped for State Cup and tournaments.
  - We now print our own match rosters (no longer in triplicate) to bring to each home game. These should be given to the head referee at the start of the match. Once match has ended, retrieve this document for score entry and save the form.
- Copy of League Rules and Contact info for other teams can be found at [www.ncysaclassic.com](http://www.ncysaclassic.com) or [www.ncysaselect.com](http://www.ncysaselect.com)
- For Academy, Classic or Select Handbooks please go to <http://www.ncsoccer.org>
- Contact Stef Hamilton for Game Rescheduling.
- Medical Release Forms. In case of injury, these forms are usually required by a hospital to expedite treatment of the injured player (especially if the player's parents are not available).
- Insurance Claim Forms can be requested from NCYSA upon injury of player



## COMMUNICATION

- Team Page can be found on the Triad Elite website click the “Team Huddle” tab. [www.triadelitesoccer.com](http://www.triadelitesoccer.com) Parents can check for schedule information, directions to games, etc.
- Email is an important way to communicate with your families. Please ask parents to provide an email address that they read daily. It is usually best to ask for work addresses as well as home addresses. If the message is something of an urgent nature (needs to be read in a couple of hours or is an important change in schedule, etc.) you could text a message or you should ask for a return email message from the receiver and then follow up with calls to those who did not reply.
- Texting has become a new way to communicate with your team. It is the fastest way of communication and will help in the event of last minute schedule changes or cancellations. You should check to make sure your families have a texting plan or are willing to receive texts. Devise a group distribution list for quick messages. Older players may appreciate receiving texts as reminders. Look into using a text app that parents can sign up for and you can send a text “blast” to all of those signed up.
- Figure out how BEST to communicate within your team. Not all families look at email. Not all families speak the same language. Be sensitive to the individual needs and preferences within your team and do your best to communicate effectively with all families.
- It is helpful to create a laminated (rainy games) wallet sized phone list of each player’s name, jersey number, parents’ names and parents’ cell phone numbers. This is helpful if people are lost, a car breaks down, or in an emergency situation.
- Ensure that all parents know where to find the club weather policy, look for current news and weather hotline on the website. Training rainouts will be posted online/emailed no later than 4pm. Weather cancellations for home matches will be posted no earlier than Friday at 6 pm or a message will be posted online 3 hrs. prior to match at the latest, even if it states that “a decision will be made at the field.” If these matches are canceled, they are REQUIRED to be made up. Refer to the Rainout Makeup Form on [www.ncysaclassic.com](http://www.ncysaclassic.com) under documents.
- Throughout your time as team manager you will undoubtedly be engaged in a conversation about the club or team with other parents. You should discuss with the Member's Representative any issues you might encounter, but never discuss those issues with a parent.



## MATCH DAY

- Give the prepared team roster and match report to the referee. If you need match reports go to [www.ncysaclassic.com](http://www.ncysaclassic.com) and click on Docs/info tab on the menu bar.
- Give the referee payment envelopes to the main referee in exact cash or check. (Classic, Select, and Challenge, each team pays 50% of the total referee fee.) The club Treasurer will provide one check to you each season for the referee fees for that respective season.
- It is recommended you figure out the denominations needed to pay referees for all games to get the correct monies when cashing the referee fee check. The club suggests putting these fees in separate envelopes, one for each game. Keep these envelopes with your team player cards.
- Please go to [www.ncysaclassic.com](http://www.ncysaclassic.com) and click on Docs/info tab on the menu bar if you need to know the referee fees.
- Any referee fees lost will not be reimbursed by the club
- Give the player cards to the referee to check-in the team.
- If home team, provide game ball to the main referee
- Make sure your players bring both jerseys to the game in case there is a color conflict.
- Obtain a volunteer for water cooler, tent, banner as needed.
- Bring copies of Medical Waiver forms and a bag with basic first aid supplies, bee sting relief, sunscreen, ice, etc.
- Players, head coach, assistant coach and DOC are only permitted on player sideline during the entire match. Team Managers must remain on the parent sideline (Triad Elite's half of the pitch) during game and ensure parents are familiar with this policy. Parents should not approach the players' bench until after the players have been released by their coach or summoned by the coaching staff (even during player injury).
- Head coach handles all concerns of "playing time." Please refer to the Parent Code of Conduct, found on the [triadelitesoccer.com](http://triadelitesoccer.com) website, under the resources tab if questioned by a parent about "playing time."
- Email your Members Rep or any attending Board member about any unruly parent at training or matches



## **POST MATCH**

- Obtain volunteers to make sure that the field is cleaned up after the game (no left over water bottles, Gatorade containers, wrappers, athletic tape, etc.).
- Obtain match report copy from the referee, verify both team officials have signed match report, post match scores to ncysa classic or select website.
- Store club tent, banner and corner flags in Meadowlark shed if you're the last home team of the day.

## **WEBSITE MAINTENANCE/ SCOREKEEPING**

- Provide TESC with a team picture with coach and players in uniform for the club website.
- Each team will have their own Triad Elite Team page on the website. The team websites are created from data that you provide.
- Obtain all members' email addresses, including late additions, and provide to the club President and Secretary for the club-wide e-communication system.
- You are also responsible for adding your score to [www.ncysaselect.com](http://www.ncysaselect.com) or [www.ncysaclassic.com](http://www.ncysaclassic.com) after your game is finished. The easiest way to do this is to go to "teams/schedules" on the menu bar, find your scheduled game. There is a small purple button all the way to the right, click on it and add your score in the score boxes from the match report.