

FBSA Operations Manager

Frisco Baseball and Softball Association (FBSA)

Frisco, Texas

Updated May 2026

Position Summary

The Operations Manager is the central operational leader responsible for executing the systems, logistics, and day-to-day functions that enable FBSA's baseball and softball programs to run smoothly. This role owns the operational infrastructure of the league — scheduling, technology, communication execution, umpire coordination, vendor management, and field logistics — ensuring a consistent, professional, and high-quality experience for players, families, coaches, and volunteers.

The Operations Manager works closely with the President, Vice Presidents, and League Directors to implement strategic decisions and maintain operational excellence across all programs.

Key Responsibilities

1. Scheduling & Field Operations

- Build and maintain the master schedule for all divisions and programs
- Coordinate field allocation with the City of Frisco and partner organizations
- Manage rainout rescheduling and communicate changes promptly
- Maintain blackout dates, special events, and tournament schedules
- Ensure equitable and transparent scheduling practices across divisions

2. Umpire Coordination

- Manage umpire scheduling platforms and game assignments
- Communicate with umpire providers and troubleshoot no-shows
- Track attendance, performance issues, and payment processing
- Ensure appropriate umpire coverage for all games

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3. Registration & Rostering Systems

- Build and manage online registration forms for all programs
- Process refunds, credits, and special requests
- Maintain waitlists and coordinate player placement
- Support Directors during drafts and team formation
- Ensure rosters are accurately reflected in league systems

4. Technology & Systems Management

- Serve as system owner for:
 - Registration platform
 - Scheduling tools
 - Website and content management
 - Communication platforms
 - Umpire scheduling software
- Maintain data accuracy and system configuration
- Provide technical support to volunteers and coaches

5. Communication Execution

- Publish league-wide announcements, updates, and alerts
- Maintain website content and seasonal updates
- Coordinate social media scheduling (if applicable)
- Push weather alerts, schedule changes, and operational notices
- Ensure consistent, timely, and professional communication

6. Vendor & Resource Management

- Manage relationships with:
 - Uniform suppliers
 - Equipment vendors
 - Trophy/award providers
 - Technology partners
 - Umpire organizations
 - Insurance carriers
- Oversee equipment inventory and procurement
- Coordinate delivery and distribution of uniforms and equipment

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7. Operational Support for Programs

- Support Vice President of League Operations with:
 - Draft logistics
 - Player movement processing
 - Coach onboarding
 - Rule implementation
- Provide operational guidance to volunteers
- Troubleshoot in-season issues and escalate when appropriate

8. Reporting & Accountability

- Provide monthly operational updates to the President and VPs
- Maintain accurate records of schedules, field usage, and umpire assignments
- Track key performance metrics (on-time scheduling, reschedule turnaround, etc.)
- Prepare end-of-season operational reports

Qualifications

- Strong organizational and project management skills
- Experience with scheduling, logistics, or operations (youth sports preferred)
- Proficiency with digital platforms (registration, scheduling, CMS, communication tools)
- Excellent communication and customer service skills
- Ability to work evenings/weekends during peak seasons
- Comfortable leading volunteers and coordinating multiple stakeholders
- Problem-solver with a calm, professional demeanor

Role Expectations

- Maintain a high level of professionalism and responsiveness
- Ensure operational consistency across baseball and softball
- Collaborate effectively with volunteers while owning execution
- Uphold FBSA's mission, values, and commitment to fairness
- Serve as the operational backbone of the organization

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Reporting Structure

- **Reports to:**
President
- **Works closely with:**
 - Vice President of Baseball
 - Vice President of Softball
 - Vice President of League Operations
 - Vice President of Select Operations
 - Director of Umpires
 - City of Frisco Parks & Recreation