



## 2022 Ambassador Guidelines

Thank you for your interest in the 2022 Greenville-Pitt County Chamber of Commerce Ambassador Program. We appreciate that you are looking to make a commitment to support and grow the Chamber and help grow your organization. The following guidelines provide information on your duties and responsibilities as a member of this prominent group.

### DESCRIPTION OF AMBASSADOR COMMITTEE

As the largest standing Chamber committee, the Ambassadors are a group of local business leaders that serve as an extension of the Chamber team. Ambassadors are committed to helping the Greenville-Pitt County Chamber of Commerce fulfill its mission of building a strong and vibrant business community. The Ambassador program is a premier business-networking program that serves as the backbone of the Chamber volunteer force.

### PURPOSE

- A. Ambassadors actively **promote the Greenville-Pitt County Chamber of Commerce** in the business community; refer prospective members to the Chamber for follow up; provide assistance to new Chamber members to connect them to the organization; and work with existing members to help them remain active and involved.
- B. Ambassadors are the **hosts at Chamber events and activities**. They greet and introduce new members and guests to Chamber members, answer questions about membership and participation, and assist with registration or other activities as requested.
- C. Ambassadors **work to welcome new members and retain existing members** through their efforts as a face of the Chamber.
- D. Ambassadors **represent the Chamber** by attending a majority of ribbon cutting and grand opening ceremonies, and by attending as many other Chamber events as possible.
- E. Ambassadors **are an extension of the Chamber team and are expected to support and assist** the Chamber staff in a positive manner.

### AN ACTIVE AMBASSADOR WILL

- Be a member in good standing.
- Attend the monthly Ambassador Meetings with no more than two unexcused absences in a year (the 2nd Tuesday of the month beginning February through December).
- Maintain professional customer service standards at all times; please remember you are a representative of your business AND the Greenville-Pitt County Chamber of Commerce.
- Be an active Chamber member who enjoys the benefits of the Chamber and has a desire to serve by sharing these benefits with others.

- Participate in Membership Drives & other activities as assigned.
- Be able to make a commitment of time and effort toward the accomplishment of the Greenville-Pitt County Chamber of Commerce and Ambassador Program goals.
- Must exhibit professionalism in all business and Chamber activities.
- Attend Chamber Business After Hours events for free when you sign up online for a specific task to do at each event they are attending. *The Chamber liaison must be notified by email or phone when you cannot fulfill your assignment.*

## PROGRAM COMMITTEES

The Ambassador Program will consist of the following committees. Each committee will have a Leader that will coordinate the committee functions with the Ambassadors who wish to participate in the committee and update the Ambassadors at monthly meetings and on the monthly required participation forms listed in the Chamber Ambassador Portal.

**New Member Committee:** Visit each new member and drop off Member information to them. The committee leader will be responsible for coordinating the visits as well as collecting any feedback from the member visits and communicating with the Chamber Director.

**Engagement Committee:** Make monthly calls to new members and existing members as assigned in the monthly Ambassador meetings. The committee leader will be responsible for assigning the Ambassadors calls and also collecting the feedback from the member and communicating that information with the Chamber Liaison.

**Events/Volunteer Committee:** Volunteer at Chamber events in various capacities including supporting nonprofit member organizations. The committee leader will be responsible for coordinating the volunteers at events/projects, and tours of various chamber members. Works with the Chamber Director to assess volunteer needs.

**Social Media Committee:** Expand the social media network and presence of the Chamber and the members. The committee leader will be responsible for tasking the Ambassadors with monthly social media ideas/themes.

***Must sign an annual commitment agreement (attached).***

## AMBASSADORS MEETINGS

The Ambassador Committee meets as a large group on the second Tuesday of every month from 8:30 a.m. - 9:30 a.m. (exception is January and July, we will not have meetings). Meetings will be held at the **Hilton Greenville, our Hospitality Sponsor**. The purpose of the monthly meeting is to build cohesiveness and camaraderie among Ambassadors and to convey important information to the Ambassadors about Chamber activities.

Each Ambassador is expected to attend all 10 monthly meetings. **If an Ambassador misses two meetings without notification, he or she will be considered to have resigned from the Ambassador**

**Committee. Ambassadors should contact the Chamber liaison when absences are anticipated or emergencies prevent attendance.**

***\_\_\_\_\_ I understand missing two or more meetings without contacting the Chamber Director will be considered a resignation from the program.***

## **CODE OF CONDUCT**

All Ambassadors shall conduct themselves in accordance with the meaning and significance of the title "Ambassador of the Greenville-Pitt County Chamber of Commerce."

They will at all times:

- Consistently and positively promote the Greenville-Pitt County Chamber of Commerce and the Chamber team.
- Maintain a courteous and professional demeanor while representing the Chamber at all programs and events. A positive and helpful attitude is key to growing and maintaining a cohesive Chamber.
- Respect your commitment to the Chamber. This includes prompt attendance at Ambassador meetings and any events for which you have volunteered to work, and being responsible to find a replacement for work assignments when you are unable to meet a commitment.
- Display an appropriate image of the Greenville Pitt County Chamber of Commerce by wearing the official Ambassador badge; and professional business attire at events.
- Display the highest standards in communication and responsiveness by promptly returning calls and e-mails to members, fellow Ambassadors, and Chamber Team Members.
- Help promote other Ambassadors and Chamber members when business opportunities present themselves.
- Make every effort to make all guests and new members feel welcome at all Chamber events.
- Report any negative comments or situations regarding the Greenville Pitt County Chamber of Commerce to an appropriate team member for prompt attention, and maintain such information in confidence.
- Alcohol is served at many Chamber events. Ambassadors are expected to severely limit their use of alcohol prior to, or while working, shifts at any Chamber event. In addition, Ambassadors may not work a shift at an event while under the influence of alcohol.
- Vote or make decisions regarding the Ambassadors that are based upon "the greater good," not upon individual interests, and abstain from voting in the event of a conflict of interest.
- Speak only for yourself when asked your opinion while serving as an Ambassador, and make it clear that it is your personal opinion and not that of the Greenville-Pitt County Chamber of Commerce.
- Maintain neutrality regarding political candidates when working as an Ambassador. Refrain from wearing campaign buttons or displaying campaign literature while serving in an official

Ambassador capacity. ***The Greenville-Pitt County Chamber of Commerce does not endorse candidates.***

- Support and adhere to decisions made by the Ambassadors as a whole, the Chamber's President/Chair(s), and the Chamber Director, regardless of individual feelings or opinions.

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***I understand failure to adhere to these Rules of Conduct will result in the Greenville-Pitt County Chamber of Commerce terminating my Ambassador status.***

## **AMBASSADOR RULES**

- Membership in the Ambassador Committee shall be limited to those Chamber members who continue to meet committee membership requirements.
- A member company may have no more than two representatives per location serving as Ambassadors at the same time.
- As an Ambassador, you are an active liaison of the Greenville-Pitt County Chamber of Commerce and therefore do not participate as an Ambassador in another Chamber.
- An Ambassador may be suspended or dismissed from the Ambassador Committee for any of the following:
  - a). Failure to comply with the Code of Conduct as outlined above. b). Failure to meet the requirements of an Active Ambassador as outlined above. c). Repeated failure to provide event support and coverage as previously volunteered without arranging for a substitute. d). Not a member in good standing regarding prompt payment of their membership dues.*
- If an Ambassador will be unable to participate for an extended period of time (for example, due to medical or personal emergencies), he or she may request a leave of absence from the Ambassador Committee. Approval/denial by the executive committee will be based upon the requestor's prior attendance and performance as an Ambassador.
- Any Ambassador who is in jeopardy of being suspended or dismissed from the Ambassador committee will be notified by email and shall have the right to one written appeal to the Chamber Director prior to dismissal. The Chamber's decision shall be final.

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***I understand failure to adhere to these Ambassador Rules will result in the Greenville Pitt County Chamber of Commerce terminating my Ambassador status.***

## **AMBASSADOR IN TRAINING REQUIREMENTS**

- Potential Ambassadors must be members in good standing in the Greenville-Pitt County Chamber of Commerce prior to joining the Ambassador Committee.
- Potential Ambassadors must have the full support of their employer to allow the flexibility required to effectively carry out the responsibilities of the Ambassador position.
- Must attend our 2022 Chamber Ambassador Training Program held in January.

I understand all the 2022 Ambassador Program guidelines listed and would like to continue the application process for the selection committee to review for a 2-year term.

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***Signature***

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***Date***