



Ambassador Guidelines

Thank you for your interest in the Kinston-Lenoir 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 AMBASSADORS COMMITTEE

The Ambassadors are a group of local business leaders that serve as an extension of the Chamber. Ambassadors are committed to helping the Kinston-Lenoir 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 Kinston-Lenoir County Chamber of Commerce in the business community; refer prospective members to the Chamber; 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 the 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-cuttings 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 quarterly Ambassador Meetings with no more than three 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 Kinston-Lenoir 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 and other activities as assigned.
- Be able to make a commitment of time and effort toward the accomplishment of the Kinston-Lenoir County Chamber of Commerce and Ambassador Program goals.
- Must exhibit professionalism in all business and Chamber activities.

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 President 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 quarterly on the second Tuesday the month from 8:30 a.m. – 9:30 a.m. Meetings will be held at the Kinston-Lenoir County Chamber of Commerce conference room. The purpose of the meeting is to convey important information to the Ambassadors about Chamber activities.

Each Ambassador is expected to attend all the meetings. **If an Ambassador misses three consecutive 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 three consecutive meetings without contacting the Chamber President 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 Kinston-Lenoir County Chamber of Commerce.”

They will at all times:

- Consistently and positively promote the Kinston-Lenoir 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 Kinston-Lenoir 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 Staff.
- 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 Kinston-Lenoir 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 Kinston-Lenoir 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 Kinston-Lenoir County Chamber of Commerce does not endorse candidates.*
- Support and adhere to decisions made by the Ambassadors as a whole, the Chamber’s Board Chair and the Chamber President, regardless of individual feelings or opinions.

I understand failure to adhere to these Rules of Conduct will result in the Kinston-Lenoir 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 Kinston-Lenoir 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 President prior to dismissal. The Chamber's decision shall be final.

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terminating my Ambassador status.*

AMBASSADOR IN TRAINING REQUIREMENTS

- Potential Ambassadors must be members in good standing in the Kinston-Lenoir 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 fulfill the responsibilities of the Ambassador position.

I understand all the Ambassador Program guidelines listed and would like to continue the application process for the selection committee to review.

Signature

Date