



2017 Corvallis Chamber of Commerce Ambassador Agreement

Mission Statement

The Corvallis Chamber of Commerce Ambassadors are the welcoming arm for the Chamber: greeting new members, promoting Chamber programs, projects, and events, and serving the Board of Directors through volunteerism. Ambassadors establish, maintain, and improve the professional image of the Chamber to create goodwill and understanding among the members.

Code of Ethics

Chamber Ambassadors and Chamber Staff shall continually strive to achieve mutual respect in working relationships at all times. The primary goal is to serve Chamber members and businesses in a professional and positive environment. Ambassadors and staff shall be flexible, innovative and responsive to change. Teamwork, commitment and open communications are very important to the success of serving our Chamber members. All ambassadors, staff, directors and members are to be treated with dignity and respect and, most of all, should take pride in being a part of the Corvallis Chamber of Commerce.

The success and reputation of the Corvallis Chamber of Commerce is built upon the principles of fair dealing and ethical conduct of ambassadors, staff, and board members. Our reputation for integrity requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

Ambassadors Principles

1. Have the right attitude

- Ambassadors act on behalf of the Chamber and know that it isn't about personal business--it's about the Chamber and helping other members connect with each other
- Be positive, fun, upbeat, and caring for others
- Make all statements and testimonials given in a Chamber of Commerce-sponsored public or group setting positive in nature.
- Be flexible and willing to work under changing conditions or extenuating circumstances
- Be professional at all times
- Be educated about what is happening in Corvallis and the surrounding areas

2. Be there

- Ambassadors attend as many Chamber events and functions as they can throughout the year, including monthly Ambassador Meetings

3. Follow through and be reliable

- When you commit to being at an event as an Ambassador, people are counting on you

- When you commit to making contacts, delivering information, or representing the Chamber, people are counting on you
- When you learn about other businesses, share that information with other Chamber Ambassadors and Chamber Staff so that more people are aware and learn

4. Communicate

- Clear communication with other Ambassadors, the Board of Directors, the Chamber staff, and members is the key to doing good business

5. Maintain confidentiality and sensitivity

- Ambassadors understand and honor confidentiality and sensitivity regarding Chamber business and information

Roles, Responsibilities, and Expectations

1. Event Support

- Attend and work at Chamber events, including Business After Hours, Greeters, Ribbon Cuttings and other events as needed
- Welcome and talk with members to learn about their businesses, interests, and concerns
- Support each other, the Board of Directors, and the Chamber Staff
- Attend at least 75% of weekly greeters meetings
- Be present at regular September meeting for annual picture

2. Membership

- Attend all monthly Ambassadors meetings unless otherwise communicated to Chair.

3. Sponsorship Solicitation

- Ambassadors are important representatives of the Chamber and of their businesses. At Chamber events such as Greeters and Ribbon Cuttings, they represent every member that belongs to the Chamber. In that context, Ambassadors are welcome to discuss their business and their products as appropriate, but should not “hard sell” or overtly solicit business from event hosts. It is acceptable to make appointments when asked, and to engage hosts to discuss their businesses.

Ambassador Policies and Procedures

Potential Ambassadors

1. Must complete an application to submit to the Ambassador Chair
2. Ambassador Chair and immediate past Chair will interview the prospect ambassador
3. During the interview, it must be determined that the person is in good community standing, has been a Chamber member for at least one year and is current on their dues, and is willing to abide by this agreement. The Ambassador Committee Chair will go review the agreement in detail with the prospect, so that the prospect understands the expectations and commitment required.
4. After the interview, the Ambassador Chair will meet with or send comments to Chamber Staff to discuss the interview and determine if prospect should be presented to the Ambassadors for acceptance.

5. Upon acceptance by the Ambassadors, the prospect's name will be presented to the Board of Directors for acceptance.

6. Upon acceptance of the application by the Board, the President/CEO will communicate the Board's decision to the Ambassador Chair.

Election of Officers

Elected positions within the Ambassador Committee include Chair and Incoming Chair. Each will hold a one-year term in their respective offices. At the conclusion of the Chair's one-year term, the Incoming Chair assumes the position of Chair and a new Incoming Chair is elected.

The office of Incoming Chair shall volunteer or be nominated by another Ambassador prior to the regular December Ambassador meeting. If there is only one volunteer/nominee, the officer will be elected through a motion and vote of Ambassadors present at the regular December meeting. If there is more than one volunteer/nominee, the officer will be elected through a secret ballot at the aforementioned meeting.

Resignation/Termination/Leave

An Ambassador may resign at any time by contacting the Committee Chair. An Ambassador may also be removed or asked to resign if the Chair and President/CEO determine that the individual is not meeting the terms of their commitment.

Any Ambassador may contact the Chair or President/CEO if the individual feels that another Ambassador is failing to meet the terms of their commitment. A review and final determination will be made by the Chair and President/CEO as to the status of the Ambassador in question.

If an Ambassador requires a leave of absence that will cause him or her to be in violation of the requirements of this agreement, it is recommended that the Ambassador resign. If he or she later desires to re-join the committee, the proper joining procedures should be followed as outlined herein.

I agree to adhere to the above stated principles and responsibilities.

Signature of Ambassador _____ Date: _____

Printed Name _____ Date: _____