



2011 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 a 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 our 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 directors. 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, you need to 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

- Ambassadors agree to attend and work at Chamber events, including Business After Hours, Greeters, Government Affairs Breakfast, Ribbon Cuttings, Ambassador meetings, and other events as needed
- Welcome and talk with members to learn about their businesses, interests, and concerns
- Ambassadors support each other, the Board of Directors, and the Chamber staff
- Ambassadors agree to attend at least 75% of the months Ambassador meetings

2. Membership

- **REQUIRED:** All Ambassadors must attend at least 50% of the Ambassador's quarterly meetings

3. Online Communication

- Ambassadors are required to communicate about event signup via email through the current Ambassador Communication system.

4. Sponsorship Solicitation

- Ambassadors are **NOT** to solicit money or services from businesses or sponsors at any time while representing themselves as an Ambassador.

5. Communications

- All Ambassadors must communicate through the Ambassador Chair, who will then turnaround and be the communicator to the Executive Director or Events Coordinator.

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 a current member with the Chamber; be in good standings within the community; no felonies or negative reputation; and is willing to abide to the agreement. The Ambassador Chair will go over the agreement in detail, so that the prospect truly understands the expectations and commitment required.
4. After the interview, Ambassador Chair will meet with or send comments to the Executive Director to discuss the interview and determine if prospect should be presented to the Board for acceptance. If not accepted, a letter will be sent to the prospect as notification to decline.
5. Upon acceptance of the application by the Board, the Executive Director will communicate the Board's decision to the Ambassador Chair.

Election of Officers

- There will be a Chair and incoming Chair of the Chamber Ambassadors. Each will hold a one-year term in their respective offices.
- At the end of the Ambassador Chair's one-year term, the Incoming Chair assumes the Chair position (if desired) and a new Incoming Chair is elected.
- Any Ambassador interested in being considered for an elected office will complete an application and submit it to the Ambassador Chair for review.
 - These applications will be presented to the President of the Chamber Board
 - The Board will review all applications and determine through a vote the new officers

Resignations

- An Ambassador may resign at any time.
- An Ambassador can be asked to resign at any time if the individual is not meeting the terms of their commitment.
 - The President of the Board, Executive Director and the Ambassador Chair will make the determination regarding the request to resign.

Termination

- Voluntary resignation from the Ambassador is accepted in situations of health, relocation etc. This is done by contacting the Ambassador Chair. Involuntary termination may occur when an Ambassador fails to fulfill their terms of the commitment.

- Any person may write the Chair, Chamber Executive Director or Board of Directors if they feel an Ambassador is failing to meet the terms of their commitment. A review will be completed by the Chair, incoming Chair and Chamber Executive Director. Recommendations will be submitted to the Board of Directors for final decision making.

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

Signature of Ambassador _____ Date: _____



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4. Sponsorship Solicitation – Addendum for clarification

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.