

Chamber Ambassador Program

Role Description

As a Timmins Chamber of Commerce (TCOC) Ambassador, you are a front line representative. Your goal is to build long term relationships with new and existing members. As a TCOC representative you are required to promote interest and participation to other members about Chamber events and activities. The various events and activities you are expected to attend and promote include, but are not limited to:

- Networking breakfasts;
- Luncheons;
- Business After 5;
- Seminars/Speaker series; and
- New Member events.

Expectations

- A one year commitment to the Ambassador team;
- The ability to give 5 – 8 hours/month to Ambassador duties, including meetings;
- Facilitate communication and feedback between members, TCOC management, and staff;
- Inviting, guiding, and introducing new members to/at TCOC events;
- Encouraging new members to become involved with various committees and sponsorship opportunities;
- Ensuring TCOC is meeting all of the new members' individual needs;
- Being a TCOC member of good standing and conducting yourself in a professional manner at all times;
- Promoting the TCOC is your primary goal as a TCOC Ambassador.

How the TCOC will Support You

- Offering monthly Ambassador meetings which will provide the training and scripts necessary to your success as a TCOC representative;
- Ensuring you are provided with an up-to-date TCOC events calendar;
- Providing you with a personalized badge identifying you as a TCOC Ambassador;
- Offering or waiving event costs, where possible, for those events you are attending as a TCOC Ambassador.

Ambassador Benefits:

- Supplying regular opportunities to create and strengthen relationships within the TCOC;
- Providing you with opportunities to develop new contacts; and
- The ability to expose and raise the profile of the business you will be representing within the TCOC.

Timmins Chamber of Commerce Ambassador Committee

Timmins Chamber of Commerce Ambassadors

The Timmins Chamber of Commerce (TCOC) Ambassadors are an important link between the Chamber, its members, and the community. Through the Chamber's Ambassador Committee, opportunities in mentorship and leadership are provided in support of this link. This volunteer team of entrepreneurs and business professionals are acknowledged for their commitment and generous donation of time and participation in functions held by the Chamber.

Introduction

Welcome to the TCOC Ambassador Committee. Our volunteer Ambassadors are a vital component to our structure and organization. The following should serve as a guide to the continued success of our Ambassador Committee.

1. Who is a Timmins Chamber of Commerce Ambassador?

A TCOC Ambassador is both a member of the Chamber and a member of the body of volunteers known as Ambassadors. An Ambassador supports the membership of the chamber through specifically defined roles and responsibilities, as well as, facilitating member participation in Chamber events.

2. What are the benefits of being an Ambassador?

- Regular opportunities to make new contacts, through received training in networking and by maintaining contact with other Ambassadors and Chamber representatives;
- Ambassadors will also learn how to maximize the benefits and services available in order to expand their contact base;
- Ambassadors receive a personalized Badge that makes them identifiable at various Chamber events; the Badge has space to include your company name as well as your designation as an official Chamber Ambassador;
- After fulfilling the role of Ambassador for a minimum of one year, your name and business will be added to the Ambassador's web page;
- The opportunity to participate among other Ambassadors where the expression of collegiality, the sense of belonging, the warmth of feeling welcome, and the ability to contribute to the spirit of the business community is second to none.

3. Who is eligible to be an Ambassador?

All prospective Ambassadors undergo an application interview with the Chair of the Ambassador Committee, whereby an application form is completed and a Code of Conduct Agreement is signed. In order to qualify the prospective Ambassador must be a member of the TCOC in good standing.

4. What is expected of an Ambassador?

The Code of Conduct for Ambassadors defines the roles, responsibilities, and expectations that are demanded of Chamber volunteers (please refer to Appendix B).

5. What are the leadership and volunteer roles available to members of the Ambassador Committee?

i.) The Ambassador Committee Chair:

- Is a member of the TCOC in good standing;
- Has completed the role of Ambassador for one year;
- Served in the capacity of Vice Chair; and
- Has committed to serving a term of two years as Chair and one year as Past Chair

Selection of the Chair:

- Nominations come from the Ambassador Committee;
- Nominations take place at the regular April meeting;
- Elections take place by secret ballot; and
- The Elected candidate then chooses a Vice Chair(s) (max. 2) from among the committee.

Responsibility of the Ambassador Committee Chair:

- Providing leadership through facilitation, mentoring, planning, and liaison;
- Facilitating team meetings;
- Promoting active participation from members, includes maintaining group focus;
- Guiding and encouraging group discussion;
- Formulating possibilities for group involvement within the mandate of the Ambassador Committee;
- Implementing a process that maximizes the volunteer efforts of the Ambassador Committee as a whole;
- Establishing the agenda for the Committee, including but not limited to: setting meeting agendas, maintenance of records, sharing meeting minutes, reports, and records of the Committee work;
- As the group's liaison, the Chair is expected to update the Chamber's President and CEO through the Communications Manager about the Chamber's broader membership and activities of the Ambassador Committee.

ii.) The Ambassador Committee Vice Chair:

- Is a member of the TCOC in good standing; and
- Has met the minimum requirements to maintain Ambassador status for one full year.

iii.) The Ambassador Committee Past Chair:

- Is a member of the TCOC in good standing;
- Has served in the capacity of Chair; and
- Has committed to serving a term of at least one year as Past Chair.

iv.) Individual Volunteer Roles, which include:

- Executive Secretary (archivist)
- Business After 5 Ambassador Liaison
- Recording Secretary – at the discretion of the Chair

6.) What are some of the Timmins Chamber of Commerce Events where Ambassadors typically volunteer:

Keynote Speakers:

- *Meet and greet*

Business After 5:

- *Invite non-member guests*
- *Meet and greet*
- *Mentor new or potential members*

Semi-Annual New Members Orientation & Reception:

- *Table-host*

Networking Luncheons:

- *Table-host*

Nova Awards Gala:

- *Meet and greet*

Small Business Week

- *Meet and greet*

Annual Ambassador Golf Tournament

- *Registration*

**Note: Events such as, Business After 5, may accept an unlimited number of Ambassador Volunteers. It is important to note, however, that many of the Keynote Speaker events only require one or two. Ambassadors will receive e-mail contact after regular committee meetings with a request for assistance when spaces on the volunteer roster are available. The preferred form of communication with TCOC staff regarding available volunteer positions is also email.*

7.) What other opportunities are available for volunteering?

- Member retention phone calls are shared among volunteers on a month to month basis.
- Other special events requiring volunteer assistance may become available from time to time.

Appendix A: Ambassador Application Form

TIMMINS CHAMBER OF COMMERCE AMBASSADORS VOLUNTEER APPLICATION FORM

Last Name: _____ **First Name:** _____

Preferred Name: _____

Business Name: _____

Position: _____

Business Address: _____

City: _____ **Province:** _____ **Postal Code:** _____

Business Telephone: _____ **May we call you at work?** Yes () No ()

Mobile Telephone: _____ **E-Mail Address:** _____

Preferred Method: _____

Please indicate your *average* availability:

Morning ()

Noon ()

Evening ()

Weekends ()

How often would you like to volunteer?

Once a month () Twice a month () 3 times per month ()

Other () Times per month _____

What type of events would you like to volunteer for?

Speakers () Networking Lunches () Business After 5 () Golf Tournaments ()

Nova Awards () Other () _____

Have you ever volunteered for the Timmins Chamber of Commerce?

Yes () No ()

If yes, in what capacity did you volunteer?

How did you hear about the Chamber Ambassadors program?

Chamber Staff () Chamber Event () Ambassador () Chamber Member ()

Friend / Relative () Other: _____

Who recommended you to the program?

What are your main reasons for volunteering with the Chamber Ambassadors program?

Desire to help others () Interest in community involvement ()

Establish work record and build résumé () Gain experience and develop skills ()

Meet people and network () Other: _____

Which aspect of Ambassador involvement interests you?

Administrative () Communications () Membership Development ()

Technology () External Relations ()

What special skills do you have that you would like to use particularly in your volunteering (e.g. networking, finance, etc.)? _____

What special skills would you like to develop through the course of your volunteering? _____

Appendix B: Volunteer Ambassador Code of Conduct

Mission Statement:

To promote and enhance the experience of new members of the Chamber by being a welcoming presence at, and by helping to organize events, providing information, encouraging participation, and increasing satisfaction/retention of Timmins Chamber of Commerce members.

Core Requirements & Responsibilities:

- Be a member in good standing;
- Attend monthly Ambassador Meetings;
- Volunteer for at least one function per month;
- Commit to the Ambassador Team for a term of one year, minimum;
- Help members maximize their return on investment by attending events and using membership opportunities, benefits, and services;
- Liaise and encourage communication and feedback between members, Chamber management, and staff; and
- Recruit new Ambassadors and members as appropriate

Summary Overview:

The Timmins Chamber of Commerce (TCOC) is one of the city's oldest, most important, respected civic leadership and business institutions. The TCOC is not only a pillar in Timmins but is also highly respected across the country. The TCOC has a reputation for results and integrity in both political and business issues. As a volunteer Ambassador, you will provide representation for the TCOC while promoting and maintaining the aforementioned reputation.

Ambassadors will abide by the following codes of conduct. Ambassadors shall:

- Actively perform their duties as per the specified requirements and responsibilities;
- Deliver on volunteer time commitments to the best of their ability;
- Work pro-actively and in conjunction with TCOC management and staff;
- Seek advice on any policies and procedures that may be relevant, including potential conflicts of interest between an individual's business interests, and the broader interests of the Chamber as an organization, and the membership as a whole;
- Act, in any public or community capacity, to represent the Chamber's mission, mandate, and policies and values, first and foremost;
- Exercise their responsibilities honestly and in good faith as representatives of the TCOC at large and do so with due diligence, in a reasonable and prudent manner, without prejudice to personal/professional interests or involvements;
- Represent loyalty to the best interests of the TCOC and its members;
- Not use their position to obtain benefits for themselves, their company, clients, third parties, or family members;
- Represent the TCOC in a professional, respectful, and appropriate manner. that reflects positively on the Chamber and its membership;

- Recognize that they are spokespersons for the TCOC and what it stands for, and therefore that their actions reflect the Chamber's professionalism, values, and visions out in the larger community;
- Actively develop their understanding and communications of TCOC benefits and services;
- Lead by example -- facilitate networking and encouraging communication between Chamber members at events;
- Respect and support the TCOC's by-laws, policies, Code of Conduct, and the decisions of the Board;
- Honour the confidentiality of all committee discussions and presentations, or other matters identified by the committee Chair. This extends to information or knowledge that has been acquired as a participant in the committee that could be damaging to the TCOC if improperly disclosed;
- Adhere to the volunteer duties and responsibilities as required for each event;
- Not practice or tolerate discrimination or harassment against any staff member or volunteer on the grounds of race, gender, sexual orientation, age, marital status, family relationship, economic status, identity, or disability;
- Adhere to these guidelines. Should any discrepancy be observed or any grievances arise from, by or about an Ambassador, it will be directed through the Chair for resolution.

I have read and understood the requirements, expectations and duties as outlined, both in this document, and in the Chamber's Volunteer Code of Conduct, and agree to the requirements, responsibilities and code of conduct as outlined therein:

Ambassador Name: _____

Ambassador Business Name: _____

Ambassador Business Address: _____

Date: _____