





## **THE AMBASSADOR CLUB**

**A VOLUNTEER PROGRAM OF THE MATTOON CHAMBER OF COMMERCE**

**VOLUNTEER:** A person who performs or offers to perform a service willingly

### **AMBASSADOR MISSION STATEMENT**

*"To promote general membership services and enhance goodwill for the Mattoon Chamber of Commerce in the community; assist in the recruitment of new members through personal contacts, membership involvement, and to encourage involvement, awareness, and maximum retention."*

### **AMBASSADOR GUIDELINES:**

1. Attend Ambassador meetings held every other month on the second Tuesday.
2. Attend functions of the Chamber, including Business After Hours, ribbon cuttings, grand openings, etc.
3. Deliver materials such as New Member Packets and Membership Directories as needed.
4. Work at least two Chamber Events: Annual Dinner, Golf Outing, Business Expo, Parade, Dual Breakfast, Winter Swing, etc.
5. Work at least three Chamber Business After Hours.
6. Ambassadors will receive email updates, meeting notices and reminders of Chamber events and meetings.
7. Meetings and events will be coordinated and confirmed by the Chamber office.
8. Name tags should be worn when assisting at Chamber events and function.
9. Each Ambassador must be willing to spend one year, chosen by the Mattoon Chamber of Commerce, as Ambassador Coordinator should the need arise.
10. Participation will be tracked and reviewed annually to determine program requirements are met to maintain active status.

### **BUSINESS AFTER HOURS– 4 VOLUNTEERS/2 AT TABLE/2 AS NEEDED**

Business After Hours are usually held on Thursdays each month from 5-7pm unless otherwise noted. You are a representative of the Chamber, who is the co-host of the event. Look for new members, long time members, and guests who are standing alone and make introductions. BAH provides Chamber members a monthly opportunity to network with new and existing members in the confines of the hosting member's business.

### **RIBBON CUTTINGS AND GRAND OPENINGS**

We have ribbon cutting/grand opening occasionally for businesses, it is important for us to attend so that the business owners are able to fully see the appreciation and support they are receiving from the Chamber. The Chamber office organizes and markets Ribbon Cutting and Grand Openings as a service to its membership. You will be notified by the Ambassador Coordinator when an event has been scheduled. As Ambassadors, we ask that you make every effort to attend in a show of support of new businesses and expansions of existing businesses and organizations.

### **CHAMBER EVENTS**

The Mattoon Chamber hosts main events each year. As an Ambassador, we appreciate your commitment to assist in at least two events each year. Those events include:

- Annual Dinner
- Dual Community Breakfasts at least twice a year
- Annual Golf Classic
- Business Expo held the first Thursday of each October
- Parades (Bagelfest, 4th of July, EIU Homecoming)
- Membership Directory Delivery (throughout the year)
- Winter Swing



The Mattoon Chamber of Commerce Ambassadors are expected to be active in Chamber events and functions, and to familiarize themselves with all aspects of the Chamber, including its mission and vision for members of the organization.

**To be eligible and to actively represent the Mattoon Chamber of Commerce as an Ambassador, the following requirements must be met:**

1. Applications must be completed and submitted to the Executive Assistant for review.
2. Your employer must be a Chamber member in good standing.
3. Regular attendance at Ambassador meetings is strongly recommended.
4. Active Ambassadors should plan to attend and assist with, at minimum, two Chamber events and three Business After Hours throughout the year.
5. Each Ambassador must respect the business of the Chamber of Commerce and the **confidentiality** of the Chamber and its membership. Discretion must be used when discussing all Chamber matters.
6. Ambassadors, as representatives of the Chamber and their employer, are expected to conduct themselves in a professional manner at all times.
7. Each Ambassador must be willing to spend one year, chosen by the Mattoon Chamber of Commerce, as Ambassador Coordinator should the need arise.

**AMBASSADOR’S COMMITMENT**

\_\_\_\_\_ *As a Mattoon Chamber Ambassador, I am willing to participate Chamber events and functions as well as assist in other operations when requested.*

\_\_\_\_\_ *I understand that information discussed during Ambassador meetings is to be kept confidential and divulged only to individuals with both a need to receive and authorization to receive the information. When in doubt, I will seek guidance the Chamber staff.*

\_\_\_\_\_ *Due to the Chamber staff and event committee’s time, hard work and efforts in making each event and function outstanding and unique, I agree to hold **all information** in the strictest confidence.*

\_\_\_\_\_ *I understand that Chamber’s finances and event budgeting is always to be held in strictest confidence.*

\_\_\_\_\_ *I understand that all records and files maintained by the Mattoon Chamber of Commerce are confidential and remain their property. Records and files are not to be disclosed to any outside party without the express permission of the Executive Director. Confidential information includes, but is in no way limited to: financial records; business, marketing, and strategic plans; personnel and payroll records regarding current and former employees; the identity of, contact information for, and any other account information on customers, vendors, and suppliers; inventions, programs, trade secrets, formulas, techniques, and processes; and any other documents or information regarding operations, procedures, or practices.*

\_\_\_\_\_ *As a Chamber Ambassador, I agree to work two events and three Business After Hours a year. I understand that if I do not comply with these commitments, the Chamber may contact my employer for a replacement.*

I have read the above requirements and commitments of the Mattoon Chamber of Commerce Ambassador Club and pledge to do my best to fulfill these expectations as I serve as an Ambassador throughout the coming year.

Signature \_\_\_\_\_ Date \_\_\_\_\_