

# Greater Grant County Ambassador Orientation & Expectations

This checklist outlines the responsibilities and expectations for Ambassadors representing the Greater Grant County Chamber of Commerce.

Ambassadors are a select group of volunteer leaders who serve as visible representatives of the Chamber throughout Grant County. They help strengthen relationships between the Chamber and the business community by welcoming investors, encouraging engagement, and supporting Chamber events and initiatives.

**Through outreach and relationship building, Ambassadors help ensure investors feel connected, informed, and supported.**

## 1. Chamber of Commerce Basics

### **What is a Chamber of Commerce**

The Greater Grant County Chamber of Commerce is a voluntary, investor-driven organization that brings together businesses, government, education, healthcare, philanthropy, and service organizations to strengthen the local economy and community.

The Chamber enables investors to accomplish collectively what no single organization could accomplish alone by combining ideas, leadership, and resources to improve the business environment across Grant County.

### **What the Chamber is NOT**

A Chamber of Commerce is not:

- A department of city, county, or state government
- A political organization
- A civic club or professional society
- A charitable or social service organization
- A private advertising or public relations agency

### **Why the Chamber Needs Ambassadors**

Ambassadors serve as trusted connectors between the Chamber, its investors, and the broader community.

**As an Ambassador you will help the GGC team:**

- Welcome new investors
- Encourage participation in Chamber programs and events
- Represent the Chamber across the community
- Strengthen relationships within the local business environment

Ambassadors are selected based on professionalism, dependability, leadership ability, and strong communication skills.

## 2. Ambassador Program Overview

The Ambassador program includes more than 30 volunteer leaders who support the work of the Greater Grant County Chamber of Commerce throughout the year.

**Ambassador expectations include:**

- Contributing approximately 3–5 hours per month
- Serving a minimum two-year term
- Attending 8 of 11 monthly Ambassador meetings, unless excused
- Participating in 70% of assigned Ambassador activities

**Eligibility requirements:**

- Must be an investor in good standing with the Greater Grant County Chamber of Commerce
- Applications may be held for future openings if the Ambassador roster is full

## 3. Ambassador Teams & Zones

Each Ambassador is assigned to a team responsible for supporting investors within a specific area of Grant County.

Whenever possible, Ambassadors are placed in the zone closest to where they live or work. Because the Chamber serves investors across the entire county, team assignments may also depend on available openings within each team.

**Zone teams help ensure consistent outreach and relationship-building across Grant County.**

## 4. Meetings, Events & Outreach Activities

Ambassadors stay informed and engaged through regular meetings and participation in Chamber events and outreach activities.

### Monthly Meetings

- Ambassador meetings are held on the **second Wednesday of each month at 12:00 PM.**
- Meeting locations will be staggered across the county and will be announced at least a month in advance.
- Ambassadors will be invoiced \$20 for their meeting meal unless other arrangements are made. No fee will be collected when the GGC team secures a sponsor for the meeting.

### Attendance

- Ambassadors must attend **at least 8 of the 11 meetings each year** unless excused.
- Attendance reports are provided monthly.
- Ambassadors who do not meet attendance expectations may be asked to renew their commitment or resign.

### Meeting Agenda

Meetings typically include:

- Chamber updates and announcements
- Event assignments and volunteer opportunities
- Investor drop-in assignments
- Ambassador announcements and networking

### Communication

- Ambassadors should communicate attendance plans for meetings and assigned activities with Chamber staff and their Team Captain.
- If an Ambassador cannot attend an assigned activity, a written request for an excuse should be submitted at least one week in advance.

- Assignments may be traded among Ambassadors with advance notice to staff and Team Captains.

### **Event Participation**

Ambassadors represent the Chamber and welcome investors at events such as:

- Ribbon Cuttings
- Ground Breakings
- Business Before / During / After Hours
- Other Chamber programs and celebrations

Ambassadors volunteer based on availability and must attend 70% of assigned activities.

### **Investor Drop-Ins**

- Ambassador teams visit **up to five investors each month** to maintain relationships and share Chamber information.
- A list of investors will be provided during meetings.
- Each team will determine when the drop-ins take place.

### **Signature Events**

Ambassadors may also assist with major Chamber events throughout the year, including:

- Golf Outing
- Gather & Grow
- Workforce Development Summit

Ambassadors may help welcome attendees, assist with logistics, and support a positive event experience for investors and guests.

## **5. Ambassador Uniform Policy**

When volunteering at Chamber events, Ambassadors must wear the Ambassador uniform, which includes:

- An approved garment from the Greater Grant County online store
- An Ambassador nametag

Uniforms can be purchased at:

[https://www.hjpapparel.com/greater\\_grant\\_county/shop/home](https://www.hjpapparel.com/greater_grant_county/shop/home)

New Ambassadors receive a \$30 uniform credit and nametag and have three months to comply with the uniform policy. Ambassadors are responsible for maintaining clean and presentable attire and replacing lost nametags.

## 6. Making the Most of Your Ambassador Role

Serving as an Ambassador provides opportunities to expand your professional network, increase visibility for your organization, and build strong relationships across the Grant County business community.

### **Helpful tips for Ambassadors include:**

- Maintain regular contact with investors and invite them to Chamber events
- Exchange business cards and build relationships with fellow investors
- Focus on relationship-building rather than promoting your own services
- Introduce new investors to others at Chamber events
- Keep Chamber materials available to share with prospective investors

## 7. Awards & Recognition

Ambassadors who demonstrate outstanding attendance and contributions may be recognized as Ambassador of the Year.

### **The Chamber also hosts Ambassador appreciation events including:**

- A summer cookout in July
- A holiday celebration in December

## 8. Team Captains

Team Captains are selected by Chamber staff and attend Captain meetings in addition to regular Ambassador meetings and help support their teams.

## 9. Grounds for Dismissal

### **An Ambassador may be removed from the program for:**

- Cancellation of Chamber investment
- Failure to meet participation expectations
- Actions that misrepresent the Chamber
- Failure to meet attendance requirements

## Ambassador Expectations Acknowledgment

By signing below, I acknowledge that I have reviewed the Ambassador Orientation and Expectations and understand the responsibilities associated with serving as an Ambassador for the Greater Grant County Chamber of Commerce.

Ambassador Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_