



AMBASSADOR HANDBOOK 2023

[Ambassador]

A representative of the Miami Regional Chamber of Commerce to assist in promoting the benefits of our organization, to grow the organization and provide goodwill service to our members.

[AMBASSADORS PROGRAM]

MIAMI REGIONAL CHAMBER OF COMMERCE

[who are chamber ambassadors]

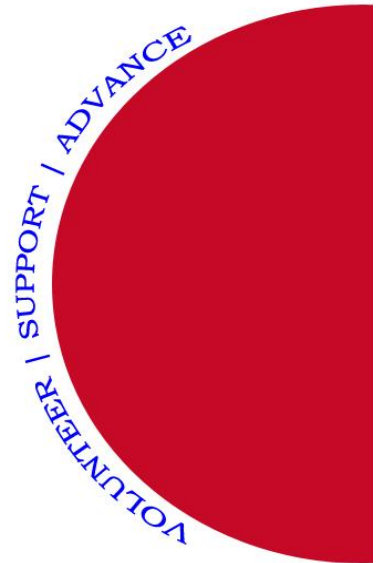
The Miami Regional Chamber of Commerce Ambassadors **act as the official goodwill greeters and volunteer liaisons between the Chamber and its current and prospective members.** Joining this team is an option members can exercise to increase their commitment to the Chamber while gaining additional exposure for themselves and their business.

[about the program + commitment]

Chamber Ambassadors work to exhibit the goals and ideals of the Chamber while promoting their business mission within the arena of Chamber events. Ambassadors make member goodwill calls throughout the year, welcome new businesses and new members, recruit new members to the Chamber, assist the Chamber staff at chamber/community functions and serve as personal representatives of the Chamber throughout the community. Ambassadors can expect to spend 1-3 hours per month on Ambassador duties, including a monthly lunch meeting on the second Monday of each month.

[ambassador responsibilities]

1. Ambassadors must be a Chamber member in good standing, either individually or through their company.
2. Must be willing to sign the Ambassador Commitment and adhere to all guidelines and responsibility requirements.
3. Ambassadors are expected to have a general knowledge of the Chamber, its programs, initiatives & staff.
4. Each Ambassador will represent the Chamber in a positive & professional manner at all times.
5. Purchase and wear the official Ambassador Uniform to all functions designated as Ambassador activities.
6. Attend a monthly Ambassador meeting.
7. Accept new member assignments and conduct a welcome/follow up visit with these new members.
8. Attend Chamber networking and special events to greet and build relationships with new members, as well as foster direct connection between new members and other members.
9. Serve in a volunteer capacity to assist the Chamber staff with registration at networking and special events. Coordinate the Morning Brew program.
10. Attend member ribbon cuttings, grand openings and groundbreaking ceremonies.
11. Participate in retention methods by contacting members throughout the year to ensure their needs are being met by the Chamber and to secure their commitment for continual renewal of their investment.
12. Assist in recruitment of new Chamber and Ambassador members.



[incentives for ambassadors]

Ambassadors provide an **essential service to the CHAMBER members and staff**. In appreciation for the service and work, Ambassadors are **rewarded with recognition**. Ambassadors who exceed the annual goal are also eligible for additional recognition and promotion for themselves or their company.

[ambassador point structure]

EVENT/ACTIVITY	POINTS AWARDED
Ambassador Meeting	25
Ribbon Cutting	35
Network Event – Volunteer	30
Special Event – Volunteer	30
New Member Welcome Contact	30
Chamber Member Retention Contact	30
New Chamber Member Recruitment	40
New Ambassador Recruitment	40

[ambassador recognition structure]

POINTS EARNED	INCENTIVES
Ambassador of the Quarter	Verbal recognition at monthly networking events; recognition in Chamber e-newsletter, recognition at Chamber Board meeting; recognition via media and on website as Ambassador of the Quarter. Special award gift will also be given.
Ambassador of the Year	Verbal recognition at monthly networking event, recognition in Chamber e-newsletter, recognition at Chamber Board meeting; recognition via media; recognition at the Chamber Annual Banquet and recognized on website as Ambassador of the Year. Special award gift will also be given.

[how to become an ambassador]

Complete the attached application and return to:

Mail/Deliver to: Miami Regional Chamber of Commerce, 11 S. Main Street, Miami OK 74354

Email to: tmestes@miamiokchamber.com

[ambassador expense]

There is an initial participation investment of \$100 for the purchase of the official Ambassador uniform. The uniform is purchased by the Chamber and company is invoiced for this cost. Payment must be made within 30 days of invoicing.

[questions?]

Contact Takisha Estes, Member Engagement Specialist, 918-542-4481 or email: tmestes@miamiokchamber.com

AMBASSADOR GUIDELINES

1. Name

Miami Regional Chamber Ambassadors

2. Objective/Mission Statement

The Miami Regional Chamber of Commerce Ambassadors will serve as goodwill representatives and volunteer liaisons between the Chamber and its current and prospective members. Joining this team is an opportunity members can take advantage of to increase their commitment to the Chamber while gaining additional exposure for themselves and their business.

Chamber Ambassadors work to exhibit the goals and ideals of the Chamber while promoting their business mission within the arena of Chamber events. Ambassadors make membership goodwill calls throughout the year, welcome new business and new members, recruit new members to the Chamber, provide assistance to the Chamber staff at chamber/community functions and serve as personal representatives of the Chamber throughout the community.

3. Composition

Qualification. Any reputable person or employee of a company who holds a membership in the Miami Regional Chamber of Commerce shall be eligible to serve as a Chamber Ambassador.

Membership Limit. The Ambassadors shall have, at any one time, a maximum of 25 members. If a member resigns or becomes disqualified, a vacancy will be determined to exist. Vacancies will only be filled by decision of the Ambassador Selection Committee.

Selection. Membership as an Ambassador shall be determined through an individual application to the Miami Regional Chamber of Commerce and approved by the Ambassador Selection Committee. Under normal circumstances, there will be a limit of 1 Ambassador per company, with exceptions at the discretion of the Selection Committee.

New Ambassadors will be required to attend an Ambassador Orientation in order to become better acquainted with the Chamber's mission.

4. Ambassador Commitment

An Ambassador will make a one-year commitment to the organization and be willing to carry a 60% involvement rate of designated Ambassador activities. Ambassadors will have the opportunity to extend their commitment annually.

An Ambassador agrees to an initial financial investment of \$100 for the purchase of the official Ambassador uniform. The uniform is purchased by the Chamber and either the individual or company is invoiced for this expenditure. Payment must be made within 30 days of invoicing.

An individual and/or his/her company must accept the responsibilities listed below:

1. Ambassadors must be a Chamber member in good standing, either individually or through their company.
2. Must be willing to sign the Ambassador Commitment and adhere to all guidelines and responsibility requirements.
3. Ambassadors are expected to have a general knowledge of the Chamber, its programs, initiatives & staff.
4. Each Ambassador will represent the Chamber in a positive & professional manner at all times.
5. Purchase and wear the official Ambassador Uniform to all functions designated as Ambassador activities.
6. Attend a monthly Ambassador meeting.
7. Accept new member assignments and conduct a welcome/follow up visit with these new members.

8. Attend Chamber networking and special events to greet and build relationships with new members, as well as foster direct connection between new members and other members.
9. Serve in a volunteer capacity to assist the Chamber staff with registration at networking and special events.
10. Attend member ribbon cuttings, grand openings and groundbreaking ceremonies.
11. Coordinate the Morning Brew program.
12. Participate in retention methods by contacting members throughout the year to ensure their needs are being met by the Chamber and to secure their commitment for continual renewal of their investment.
13. Assist in recruitment of new Chamber and Ambassador members.

5. Forfeiture

Any member of the Chamber Ambassadors who personally or whose corporation forfeits, resigns, or has his/her membership expelled in the Chamber shall be equally forfeited.

6. Resignation

Any Ambassador failing to meet the attendance required will be agreeable to resigning. Extended “excused absences” may be obtained by approval of the Selection Committee.

All resignations shall be submitted in writing to the Selection Committee. Resignations will be acted upon at the next regularly scheduled meeting.

7. Point Reward System

In return for service to the Chamber, an Ambassador has the potential to earn incentives. The Ambassador Point System will be used to accumulate points toward recognition and rewards. In addition, an overall Ambassador of the Year will be awarded to the volunteer who accumulates the most points over a 12-month period from January 1 – December 31. *The Point Reward System is attached.*

8. Leadership – Ambassador Chairman

Selection: The Ambassador Team will nominate an Ambassador Chairman each December for recommendation to the Chamber Board of Directors. The recommendation should be based on participation and leadership abilities demonstrated. If the Chairperson is unable to fulfill his/her term, selection will once again be determined through a board recommendation process.

Responsibilities: The Chairman will chair all monthly Ambassador meetings; assist or provide the welcome at ribbon cuttings and other designated events requiring the involvement of the Ambassadors; serve as Ambassador spokesperson; provide guidance and encouragement to the Ambassador Team throughout the year. If the Chair is unable to fulfill a specific duty, he/she may appoint an Ambassador to assume the role.

AMBASSADOR APPLICATION

Applicant Name _____ Birthdate _____

Company _____ Title _____

Company Address _____ City _____ ST _____ Zip _____

Email Address _____

Work Phone _____ Cell Phone _____

APPLICANT APPROVAL:

AMBASSADOR CHAIRPERSON- Rusty Douthit

Date Approved

CHAMBER DIRECTOR OF OPERATIONS – Cindy Morris

Date Approved

AMBASSADOR COMMITMENT

As a member of the Miami Regional Chamber of Commerce Ambassador Team, I confirm my commitment to this partnership for one calendar year. I understand the benefits of being an Ambassador and have an interest in supporting the Chamber and its' members. I will work with staff in the capacity outlined in the Ambassador Guidelines to spread the positive message surrounding the benefits included in becoming a member investor of the Miami Regional Chamber of Commerce.

I understand and agree to the time commitment of 1-3 hours per month. I also understand and commit to the initial participation investment of \$100 to cover the cost of the official Ambassador uniform, name tag and monthly lunches. I understand that I and/or my employer must be a member of the Miami Regional Chamber of Commerce and am committed maintain a 60% involvement rate of designated Ambassador activities in order to maintain my position on the Ambassador Team.

AMBASSADOR APPLICANT SIGNATURE

Date of Application