

**Laguna Hills Chamber of Commerce**  
**Ambassador Committee Policies and Procedures**  
*Updated May 6, 2020*

***LAGUNA HILLS CHAMBER OF COMMERCE MISSION STATEMENT:***

The mission of the Laguna Hills Chamber of Commerce (LHCC) is to stimulate and support a strong relationship between the business community, the residents and the local government and to promote a positive economic environment as well as enhance the quality of life.

***WHAT IS A CHAMBER AMBASSADOR?***

Chamber Ambassadors are volunteers from the LHCC that serve on welcome committees, help with membership campaigns and act as public relations liaisons related to networking/social events sponsored and/or co-sponsored by the LHCC.

***AMBASSADOR QUALIFICATIONS:***

- Ambassadors must be members of the LHCC in good standing for a minimum of 90 days as defined by the LHCC By-Laws, and must demonstrate a commitment to the LHCC.
- Ambassadors must have the support of their employer to allow the flexibility required to effectively carry out the responsibilities of an Ambassador position.

***TIME COMMITMENT:***

- The time commitment required to fulfill an Ambassador's responsibilities is a minimum of 2 hours per month.
- Agree to a term for 1 year.

***COMMITMENT:***

To exercise the duties and responsibilities of being an Ambassador with integrity, vigor and enthusiasm; being accepted as an Ambassador is an honor and privilege.

***AMBASSADORS DUTIES:***

- Welcome new members to the LHCC and the Community.
- Serve as the hospitality committee for events and activities as requested.
- Represent the LHCC events (i.e. ribbon cuttings, breakfast meetings, mixers and special events) in a positive manner AND facilitate networking among members.
- As an Ambassador for the LHCC, you are an extension of the Chamber to the community and represent the chamber, the city, your business and the community as a whole.

**AMBASSADOR COMMITTEE RESPONSIBILITIES:** The mission and purpose of the Ambassador Committee is supported by the following positions and their related duties.

**Ambassador Committee Chair's Responsibilities:**

- Facilitate new Ambassador training and orientations (training and/or information will be provided).
- Create a fun and positive atmosphere for Ambassadors.
- Invite Ambassador Candidates to committee meetings.
- Appoint new Ambassadors to the committee.
- Ensure high visibility of Ambassadors at various events.
- Determine the monthly agenda items and facilitate the meetings.
- Communicate with Ambassador Members about meetings, networking events, ribbon cuttings, and any other events/meetings that Ambassadors will be attending.
- Record the attendance of Ambassador meetings and forward to the executive director.
- Report any ideas or issues to the interim executive director.

**Reporting to Event Coordinator:**

- Communicate and coordinate with Event Coordinator to determine the needs for meetings/events.
- Assign committee members to specific duties for mixers, breakfasts, and special events.
- Remind the Ambassadors of their shifts and duties prior to the event.
- Ensure all event responsibilities are communicated, covered and performed by committee members.
- Remit a list of Ambassadors that staffed each event (Event Coordinator will share with Interim Executive Director as well).

**Ambassador Committee Member's Responsibilities:**

- Attend committee meetings. Missing 3 meetings (as unexcused) may result in being excused from the committee. Notify Ambassador Chair if unable to attend a monthly committee meeting to be excused.
- Volunteer at least 1 event per month.
- Volunteer at least 1 special event per year (you can always volunteer for more).
- If unable to fulfill a duty or assignment, attempt to fill your shift with another Ambassador or LHCC member, then contact the Event Coordinator to find adequate coverage.
- Recommend and provide leads for Ambassador candidates to Committee Chair.
- Actively recruit new LHCC members.
- If you are not able to fulfill these responsibilities communicate with the Ambassador Chair.

**Ambassador Recognition for Outstanding Service:**

- Ambassador of the Year

**Ambassador Committee Candidate Qualifications:**

To be completed in the first 60 days of accepting Ambassador role

- Attend 2 consecutive committee meetings.
- Volunteer for at least 30-minutes at a LHCC function or event.

- Attend the Ambassador Committee orientation (held twice a year).

**LAGUNA HILLS CHAMBER OF COMMERCE AMBASSADORS COMMITMENT AGREEMENT**

**I PLEDGE TO:**

- Be familiar with and abide by the Ambassador Committee Policies and Procedures.
- As an Ambassador with the Laguna Hills Chamber of Commerce, I agree to actively participate in the LHCC activities, providing support to the LHCC and its members.
- Mentor new members at monthly LHCC functions.
- Wear the LHCC name badge with pride.
- Attend LHCC functions and ribbon cuttings.
- Volunteer at a minimum of 1 LHCC event per month.
- Volunteer at a minimum of 1 special LHCC event per year.
- Represent the LHCC in a positive and supportive manner.
- Attend monthly Ambassador meetings.
- Comply with all financial requirements of the board as stated in the by-laws and policies.

If, for any reason, I find myself unable to carry out the above duties as best I can, I agree to resign my position on the Ambassador Committee.

My signature below indicates my agreement to meet the participation requirements of the Ambassador Program and that I have received the Ambassador Committee 2020 Policies & Procedures.

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Signature

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Date

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Print Name