

ASSIGNING AN EMPLOYEE AMBASSADOR FOR YOUR NEW EMPLOYEE

Providing an Employee Ambassador is the first step for building relationships between your new hire and their new peers (as distinguished from members of leadership, such as you).

Introduction

Implementing an Employee Ambassador system into your organization benefits the new employee while adding value to both the employee and employer. During the hiring process, employees may only meet Human Resources and their hiring manager. It takes a team to onboard a new employee. An Employee Ambassador program, another component of onboarding, is an opportunity for the employee to meet their colleagues and get acclimated to the culture quickly. This also augments and supports Sherman College's Obsessed with Employees Success Program.

What is an Employee Ambassador?

An Employee Ambassador is someone who partners with the new hire for their first 3-6 months of employment. The Employee Ambassador is responsible for offering advice and guidance regarding the day-to-day aspects of working in the department/college. They should offer encouragement while introducing the new hire to the culture of the department/college. The Employee Ambassador is like an officially appointed friend.

Why have an Employee Ambassador?

The purpose of new employees partnering with an Employee Ambassador is to welcome them and reaffirm their decision to be part of Sherman College. An Employee Ambassador program ensures new employees have a reliable, motivated, single point-of-contact for their basic questions regarding their work experience at Sherman College. An Employee Ambassador can convey information that helps new hires get set-up for success. The Employee Ambassador can cover items that new hires need to know but may not necessarily need to know on day one, i.e., where is the nearest restroom? What do people usually do for lunch? I can't get the printer to work – what should I do? What, exactly, does casual Friday mean?

How is the Employee Ambassador selected?

Human Resources will seek volunteers for the Employee Ambassador program. The Director of Human Resources, with input from the hiring manager, will match new employees with a volunteer employee ambassador. Selecting a willing participant to act as an Employee Ambassador is important. A good Employee Ambassador is:

- Someone who is familiar with the culture, values, and vision of the department and College.

- A person who maintains consistency between words and actions while setting standards for the department.
- A co-worker who will be a **positive** role model
- An employee who has been in his/her role for at least one year
- A good communicator with strong interpersonal skills and a keen sense of discretion.
- Ideally someone who is at a comparable level with the college so the Employee Ambassador can also provide job-specific feedback.
- An employee who can be available for the new hire and will be accessible to them
- An employee who is also trusted by their peers and understands that if they become aware of any serious concerns, they will be expected to report the concerns to the appropriate office (more on this topic below).
- An employee who may be interested in a leadership position. Serving as an official new hire Employee Ambassador is a growth opportunity for the employee. This may be a way for you to start thinking about who your rising stars are, who has leadership potential, and who wants to be a more visible member of the team. You will learn a lot about an existing employee by how they manage serving as an Employee Ambassador for a new hire. Win-win!

Functions of the Employee Ambassador

The Employee Ambassador will:

- Meet formally once a month for at least 30 minutes
- Conduct daily check-ins that are 5-15 minutes in length to answer questions and build a relationship
- Serve as a resource for the new employee on expectations, assignment clarification (if they are familiar with the job-specific duties), policies, procedures, and workplace norms
- Create a comfortable, informal environment where the new employee feels safe bringing up concerns and asking questions
- Be a point of contact for the new employee
- Make introductions to colleagues and students (when appropriate)
- Provide encouragement for the new hire
- Realize the new hire's success is connected to the team's success
- Follow through on commitments
- Reliably maintain confidential and sensitive information
- Build trust
- Be a role model for the new hire and department
- Have lunch once a month with new employee (vouchers for café are available from HR and up to two off campus lunches per new employee may be submitted to HR for college reimbursement)

IMPORTANT: As the direct supervisor, regularly check in with both the new hire and the Employee Ambassador to ensure that everything is working well for both parties. It is also important to give the Employee Ambassador enough latitude to shape the Employee Ambassador relationship in such a way that it helps (not overwhelms) the new hire.

Having an Employee Ambassador for the new hire DOES NOT replace regular check-ins between the new hire and the direct supervisor.

EXAMPLE EMAIL TO THE EMPLOYEE AMBASSADOR:

Dear [EMPLOYEE AMBASSADOR'S NAME],
Congratulations! You have been selected as an Employee Ambassador for (New Employees Name), Title, Start Date. Please see the outlined process below. I will send an email to NEW EMPLOYEE on their first day and copy you.

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Be sure to review the guidelines for providing feedback prior to meeting with the new hire.

Thank you for volunteering to serve as an Employee Ambassador for (NEW EMPLOYEE'S NAME).

EXAMPLE EMAIL TO THE NEW EMPLOYEE:

Dear [NEW EMPLOYEE],

As we discussed during your orientation, [EMPLOYEE AMBASSADOR'S NAME], title has been identified as your **"Employee Ambassador"**.

What does this mean for you? You have been assigned a trusted and motivated person who will offer advice, resources, and guidance regarding the day-to-day aspects of working in your current department. Assigning an Employee Ambassador is like assigning an "official friend." The idea is that you will have someone who is available to guide you through politically sensitive questions, organizational dynamics, and organizational structure.

Your **Employee Ambassador (EMPLOYEE AMBASSADOR'S NAME)** has been asked to check in with you regularly to see if you have any questions, concerns within your first year of employment...and beyond. Your **Employee Ambassador** may ask you to share a lunch break or two if you would like. Our hope is to provide you with a resource to accompany me as your supervisor, other work associates and department leaders. If you have any questions or concerns, please let us know.

EMPLOYEE AMBASSADOR PARTICIPATION AGREEMENT

BY SIGNING BELOW, I CONFIRM MY VOLUNTARY PARTICIPATION IN THE EMPLOYEE AMBASSADOR PROGRAM DESIGNED TO HELP NEW EMPLOYEES ACCLIMATE TO THEIR NEW JOB, THEIR DEPARTMENT, AND SHERMAN COLLEGE OF CHIROPRACTIC. I UNDERSTAND THAT SERVING AS AN EMPLOYEE AMBASSADOR IS AN IMPORTANT RESPONSIBILITY, ESPECIALLY IN THE FIRST MONTHS AND YEAR OF A NEW EMPLOYEE'S CAREER. I AGREE TO:

1. FUNCTION AS THE ASSIGNED EMPLOYEE AMBASSADOR FOR A NEW EMPLOYEE DURING THE FIRST YEAR OF THEIR EMPLOYMENT IN MY DEPARTMENT, SPECIFICALLY:
 - a. TO FORMALLY MEET EVERY MONTH FOR AT LEAST 30 MINUTES.
 - b. TO CONDUCT REGULAR CHECK-INS FOR 5-15 MINUTES.
2. SERVE AS A POSITIVE AND WELCOMING RESOURCE FOR THE NEW EMPLOYEE. THIS WILL ASSIST THE NEW EMPLOYEE TO SUCCESSFULLY ADJUST IN THEIR NEW POSITION AND ENSURE THAT THEY HAVE A PEER TO FACILITATE CREATING POSITIVE RELATIONSHIPS ACROSS THE DEPARTMENT WITH STAKEHOLDERS AND, AS NEEDED, ACROSS CAMPUS.
3. PROVIDE THE NEW EMPLOYEE WITH FEEDBACK AND ENCOURAGEMENT. THE FEEDBACK WILL HELP THEM UNDERSTAND THE DEPARTMENT'S CULTURE AND WORK EXPECTATIONS SO THAT THEY CAN BE SUCCESSFUL AND ENGAGED IN THEIR NEW JOB AND WITH THEIR NEW CO-WORKERS.
4. CREATE A COMFORTABLE, INFORMAL ENVIRONMENT WHERE THE NEW EMPLOYEE FEELS SAFE BRINGING UP CONCERNS AND ASKING QUESTIONS.
5. THROUGH MY CONDUCT AND MY WORDS, SET A POSITIVE EXAMPLE, WHICH MEANS MODELING BEST PRACTICES IN MY CONDUCT, PERFORMANCE, AND ATTENDANCE.
6. SHARE MY INSIGHT, EXPERIENCES, AND KNOWLEDGE ABOUT MY DEPARTMENT, SHERMAN COLLEGE, AND, WHEN APPROPRIATE, SPARTANBURG, TO HELP THE NEW EMPLOYEE EFFECTIVELY LEARN FROM MY SUCCESSES, FAILURES, AND OBSERVATIONS.
7. PROMPTLY CONSULT WITH THE NEW HIRE'S DIRECT SUPERVISOR OR HR REPRESENTATIVE WHEN THE NEW EMPLOYEE HAS QUESTIONS I CANNOT ANSWER.
8. UNDERSTANDING THAT BUILDING A TRUSTING RELATIONSHIP WITH THE NEW HIRE IS IMPORTANT, I STILL AGREE TO:
 - a. PROMPTLY CONSULT WITH THE NEW HIRE'S DIRECT SUPERVISOR OR HR REPRESENTATIVE IF I HAVE CONCERNS ABOUT HOW MY RELATIONSHIP, AS AN EMPLOYEE AMBASSADOR, IS DEVELOPING WITH THE NEW HIRE.
 - b. IMMEDIATELY REPORT TO THE NEW HIRE'S DIRECT SUPERVISOR ANY REPORTS OF SERIOUS MISCONDUCT PERPETRATED BY OR AGAINST THE NEW EMPLOYEE (E.G., BULLYING, SEXUAL HARASSMENT, DISCRIMINATION BASED ON PROTECTED CLASS—SUCH AS RACE, AGE, DISABILITY, FRAUD OR THEFT, ETC.).

DATE: _____
EMPLOYEE AMBASSADOR NAME AND TITLE

EMPLOYEE AMBASSADOR SIGNATURE

SUPERVISOR SIGNATURE