New Employee Ambassador FAQs

1. What are the benefits of serving as a new employee ambassador?

This is your opportunity to help someone else have a great experience. Think back to what you wish you had known when you first started at the AURA!

2. What qualities make a good ambassador candidate?

Qualities that make for a good ambassador include:

• You are open to helping others, such as a new employee.
• You are “acclimated” to working at AURA and have a good understanding of who to go to for what.
• You have the time to make a commitment to being an ambassador (see question #3 below).
• You are invested in making sure that your colleagues, such as a new employee, have a rewarding and positive experience at AURA.

3. What kind of time requirement are we talking about?

You would be an ambassador to a new hire for 2 months, meeting weekly for 10-15 minutes.

4. Is this similar to party planning?

No, being someone’s ambassador is an integral part of their onboarding experience. Studies have shown that having a strong onboarding infrastructure – which includes having an ambassador – during a new hire’s initial months on a job leads to higher satisfaction and retention.

5. It sounds like you have to know everything to be a good ambassador.

No, you would only be responsible for sharing your own experience and providing your own perspective. If you don't know the answer to a new hire question, that’s fine – you can also always ask HR for help.

6. How is what I’m doing as an ambassador different from what the new hire’s supervisor is doing?

The supervisor will still meet with the new hire on their first day, orient them to the job, introduce them to their colleagues, and walk them around to familiarize them with the office. Your role as the ambassador is the augment what the supervisor already does - answering other questions, providing advice, helping the new hire understand AURA’s organizational culture, sharing your own experiences, and just being available as a sounding board for those first few months. As we all know, it's always helpful to have more than one person to go to with questions!

7. Do I need to report back to the manager on how things are going with the new hire as their ambassador?

No. Although you should meet with the hiring manager prior to the ambassador's arrival to coordinate which topics you will cover with the new hire, you are not under any obligation to "report back".
8. What if the manager asks me to cover topics or tasks - i.e. job training - that aren't part of my responsibility as an ambassador?

Talk to HR who will take the lead in providing clarification regarding appropriate ambassador duties.

9. What if I’m assigned to be an ambassador to a new hire and it’s not a good fit? Can I be reassigned?

Talk to HR to determine a plan forward.

10. What if my ambassador wants to talk about something that I’m not comfortable discussing?

You should politely direct your ambassador to the ambassador program guidelines and re-focus the conversation on the topics identified in those guidelines.

11. If I have additional questions about the AURA's ambassador program, who should I ask?

Feel free to contact HR with any questions.

12. Do I get extra pay for this?

This is a volunteer opportunity and considered part of your regular workday.

13. Will this be part of my review?

You may wish to include your participation in your annual review as a good leadership and networking activity. Feedback from the new employee will not be part of your review.