**NEW EMPLOYEE AMBASSADOR**

**Overview**

<table>
<thead>
<tr>
<th>Program Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>• To help the employee feel more comfortable</td>
</tr>
<tr>
<td>• To ensure simple questions are answered quickly</td>
</tr>
<tr>
<td>• To lessen confusion</td>
</tr>
<tr>
<td>• To increase productivity and job satisfaction</td>
</tr>
<tr>
<td>• To build an inclusive environment</td>
</tr>
</tbody>
</table>

**Research Backed**

- 23% more satisfied in the first week
- 36% more satisfied in the first 90 days

Klinghoffer, D., Young C., Haspas D., (2019). Every Employee Needs an Onboarding Buddy. HBR.org

**What Is the New Employee Ambassador Program?**

A simple program where an experienced employee is matched with a new employee to help them navigate the organization for the first 60 days.

Ambassadors are pre-approved and trained volunteers.

**HR’s Role**

- Maintain approved New Employee Ambassador’s Biographies
- Work with Hiring Manager to select ambassador
- Connect ambassador to new employee
- Conduct Orientation/Benefits Overview
- Check in with new employee at 60 days

**Manager Responsibilities**

- Departmental procedures
- Job expectations
- Performance Management
- Job specific training
- Ensuring required training completed
- Introduction to department employees

**Time Commitment**

*10-15 Minutes a week for 60 days*

**New Employee Ambassador’s Role**

- Welcome the employee before their first day and on the first day
- Meets weekly for 60 days
- Answers non-job related questions
- Makes introductions
- Acclimates employee to physical location
- Shares resources