ASSOCIATION OF UNIVERSITIES FOR RESEARCH IN ASTRONOMY, INC.

New Employee Ambassador Guide
New Employee Ambassador (NEA) Guide

Congratulations! You have been selected to be a New Employee Ambassador for AURA. One of the purposes of being assigned as an Ambassador is to welcome the new employee and reaffirm their decision to join AURA. We appreciate your time and efforts in this important role.

What is a New Employee Ambassador?

A new employee ambassador is a peer coach who assists the new hire to navigate employment at AURA. An ambassador partners with the new employee for the first two months of their employment to assist with:

- Offering guidance and resources to help introduce them to the AURA culture
- Explaining basic operational needs and challenges
- Supporting their immediate productivity on the job
- Helping them build confidence
- Exemplifying AURA values

Toward the end of the two months, you and the new employee can discuss with the supervisor if and how to continue the relationship. Most of the time an informal relationship is established.

What a New Employee Ambassador is not

A New Employee Ambassador is not:

- Responsible for the entire onboarding process
- A mentor who is involved with developing an employee
- A supervisor, responsible for the new employee’s job performance

The ambassador is not positioned to resolve performance, policy, or disciplinary matters. However, the ambassador can share opinions on how to resolve these matters. Ultimately, an ambassador directs a new employee to the supervisor or HR to resolve a relevant issue(s).
Why New Employee Ambassadors are Important

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<th>New Employee Benefits</th>
<th>Ambassador Benefits</th>
<th>AURA Benefits</th>
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<td>Early productivity</td>
<td>Leadership development</td>
<td>Increased employee engagement &amp; retention</td>
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<td>One-on-one help</td>
<td>An increased network</td>
<td>Enhanced onboarding process</td>
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<td>Understanding of how things get accomplished</td>
<td>Opportunity to support others</td>
<td>Increased employee productivity</td>
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Ambassador Responsibilities

Ambassador responsibilities include:

- Introduce yourself before the employee’s first day by way of email or a phone call
- Meet the new employee on his or her first day and establish a rapport
- Hold weekly meetings for 10-15 minutes in duration; the ambassador can communicate acceptable boundaries for extra calls/emails
- Answering questions and referring the new employee to pertinent resources
- Introduce the new employee to others
- Answer the new employee’s general or routine questions
- Respect confidentiality
- Taking the new employee for an expanded tour of the work location

Process suggestions

Before the employee’s first day

- Meet with the new employee’s supervisor to learn clear role expectations
- Learn about the employee via LinkedIn or by accessing their resume which HR will provide to you
- Phone the employee and introduce yourself or send a welcome email.

On the employee’s first day

- Stop by the new employee’s work area or office to re-introduce yourself and your role
- Provide the new employee with your contact information
- Invite the new employee to have an introductory conversation
- Show the new employee around the office and make introductions to those outside of the immediate team. The employees’ manager will make introductions to the team.
First week

- Continue to introduce the employee to the rest of the program/unit or others in the building that the employee may be collaborating or interfacing with
- Share information on local lunch or café options
- Learn about their work experience, hobbies, and goals
- Share with the employee your role, how long you have been at AURA
- Describe the office culture
- Explain where to get technology help, processes for ordering office supplies, using office equipment like photocopiers, travel policy, or other help
- Show safety plans, emergency exits and safety information postings

First two weeks

- Share information specific to the center and units within the center
- Make introductions to others within the center in different units for knowledge sharing

First two months

- Schedule quick meetings together or beverage breaks
- Check in between meetings to see if the employee has questions
- Continue to introduce the employee to others
- Invite the employee to relevant work or social events
- At the end of two months the official NEA process will conclude

Tips

You do not have to be an expert or know everything to be an ambassador. Just focus your attention on assisting the new employee with an open mind and with a good attitude and identifying resources as needed. Ask questions like “What do you need?” or “How can I help?”

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<th>Do’s</th>
<th>Don’ts</th>
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<td>Offer feedback</td>
<td>Don’t be judgmental</td>
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<td>Be patient</td>
<td>Don’t try to cover everything at once</td>
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<td>Talk about each other’s communication preferences as you likely have different styles</td>
<td>Don’t try to force a relationship; it may take time to develop one</td>
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Sources: NYU, MIT, SHRM, California University, PMI