

Culture of Service (COS) Ambassador: Role Description

The Culture of Service Ambassador is a key role in achieving the Transforming Administration Program's (TAP) ultimate goal of providing enhanced service to the academy. Each Ambassador works closely with their Vice President/Vice Provost, Chancellor or other leader in Central Administration to keep him/her informed, the staff engaged, and customers served. The Ambassador also works closely with the Organizational Excellence (OE) COS consultant to help with information flow and improving the COS program. **This role should take 4 hours of work per week.**

1. Information Gathering and Sharing

- Develop action plans to assure tasks in each phase (Blueprints, Construction and Maintenance) are accomplished in a timely manner. Share action plans with VP/VP/Chancellor, their organization's staff and COS Consultant.
 - Include plan for communicating to leadership and staff what a Culture of Service is and what it means to their organization, including ways to generate discussion and buy-in.
 - Include plan to gather information from staff and leaders on core services, core customers, feedback systems, process gaps and department standards.
 - Act as liaison with TAP survey team and with COS Consultant.
 - Act as your department's focal point for gathering and distributing COS information.

- Provide feedback and ideas to Ambassadors network and COS consultant about program effectiveness, needs, improvements, etc.

2. Accountability for Central Administration Standards (customized for your department)

- Facilitate communication and promotion of Central Administration service standards checklist with all staff, generating buy-in and standardizing
- Lead staff in deciding what the checklist standards will look like for this department
- Facilitate creation of templates for standards, and assistance with setting up standards, as needed
- Facilitate updates to websites and materials to include standards
- Facilitate development of a system for assuring standards are met
- Facilitate incorporation of expectations for standards into performance measures
- Share successes, give kudos

3. Accountability for Organization's Own Standards

- Lead staff in creating organization-focused service standards
- Facilitate communication and promotion of organization standards to all staff and leaders, generating buy-in
- Facilitate updates to websites and materials to include organization standards
- Develop a system for auditing if organization standards are met
- Facilitate incorporation of expectations for organization standards into performance measures
- Share successes, give kudos

4. Training

- Assess leadership and employee training needs regarding COS
- Facilitate development of curriculum and course content, either internally, with COS Consultant assistance or other (e.g. POD)
- Evaluate training and report on progress of training programs, either internally or with COS Consultant assistance

5. Seek Other COS support as needed from Organizational Excellence (OE)

- Process improvement
- Workload analysis
- Metrics
- Change management tools

6. Drive culture change, keep the COS program alive

- Facilitate the ongoing creation of COS programs, systems, training and onboarding, customer feedback, staff input, etc.
- Actively engage VP/VP/Chancellor and communicating with staff.
- Build COS into job descriptions, performance expectations and management, hiring questions, etc.
- Develop methods for recognition of effective service delivery and improvement, for individuals, groups and as an organization
- Network with COS ambassadors and share best practices.
- Liaison with COS Consultant and other OE staff as needed.
- Work across organizations to meet customer needs, develop partnership agreements.