**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.

1. **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

1. **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

1. **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

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

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

1. **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.