

# SET UP FOR SUCCESS

## Salt Lake County Job Description

### Set Up For Success Buddy

#### **ROLE SUMMARY**

The purpose of the orientation ambassador is to help welcome new employees and reaffirm their decision to join Salt Lake County. They provide new employees with a reliable, motivated, single point-of-contact for their basic questions regarding their work experience at the County. They establish orientation as a process, rather than a single learning event, offering advice and guidance regarding the day-to-day aspects of working at the County. The ambassador provides encouragement, support and acts as a knowledge resource, as they introduce the new employee to the Salt Lake County culture.

#### **MINIMUM QUALIFICATIONS**

- Demonstrates strong performance
- Has time to be accessible to the new employee
- Is proud of Salt Lake County and his/her contributions
- Is a peer of the new employee
- Has patience and good communication and interpersonal skills
- Wants to be an ambassador
- Is well regarded by colleagues



#### **ESSENTIAL FUNCTIONS**

- Contact new employee prior to or on their first day
- Welcome and establish rapport with new employee
- Meet with employee on first day. Invite employee to share their lunch or break time
- Review New Hire Packet with employee
- Help new employees to become knowledgeable about department practices and organizational culture
- Build on the knowledge obtained in the New Employee Orientation and department orientation
- Assist new employees in getting issues addressed and questions answered promptly
- Reduce the initial confusion and uncertainty faced by all new employees
- Increase the new employee's self-confidence allowing him/her to focus on adding value to the organization
- Act as an informational resource on policies and procedures
- Help socialize the new employee to the County's guidelines, norms and culture
- Introduce new employee to fellow staff members
- Ensure an open communication between the new employee and the ambassador, respecting confidentiality
- Follow up with the new employee on a weekly basis or more frequently as needed



**KNOWLEDGE, SKILLS AND ABILITIES (KSA)****Knowledge:**

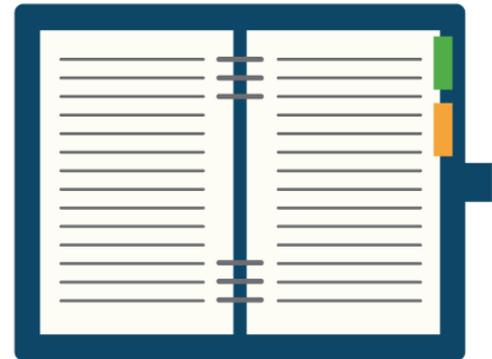
- Understand mission, goals, and organizational structure of hiring agency
- General knowledge of county structure and resources
- Understand basic duties of new employee's job

**Skills and Abilities:**

- Communicate clearly and effectively with new employee
- Strong interpersonal skills
- Strong performer
- Friendly and patient
- Solution-oriented and resourceful

**Tips for Ambassadors:**

- Don't worry about being perceived as the expert, you don't need to have all of the answers.
- Be patient and positive. It takes time to develop a relationship. Don't try to cover everything right away.
- Don't try to force a relationship; you don't have to be best friends. Respect the boundaries set by the new employee.
- Try to identify the new employee's personality and communication style and adapt accordingly.
- Don't be judgmental. Simply offer feedback.
- Maintain a good attitude and a teaching spirit.
- You may or may not be the job specific trainer. You don't have to have a complete understanding of the new employee's job.



*\*Adapted in part from New York University's New Employee*

