

# **VOLUNTEER CODE OF THE BENTON CITY CHAMBER OF COMMERCE**

## **Responsibilities:**

The Code of Ethics and Professional Standards are set forth for the protection of both volunteer participants and the Benton City Chamber of Commerce. This document is designed to serve as a model toward which all agents, paid and volunteer, should strive and also as a basis for disciplinary action, when needed.

## **Volunteer Service Code of Ethics**

Volunteer service should be undertaken for the benefit of the Benton City Chamber of Commerce and the overall Benton City, WA community, and not for personal gain, other than the intrinsic reward that comes from such participation.

Volunteers who have access to collections, research, staff activities, and sensitive or propriety information (such as donor and member information) must respect the confidentiality of their positions, as well as the significance and integrity of the collections.

Volunteers must be loyal to the mission of the Benton City Chamber and to the public which they serve.

## **Volunteer Service Professional Standards**

The Volunteer:

- understands and supports the purpose, structure and policies of the Benton City Chamber;
- offers the use of their/them special skills and experience;
- conducts their/themselves in accordance with the standards of conduct and ethics of the Benton City Chamber;
- endeavors to be flexible in accepting assignments;
- performs assigned responsibilities willingly and courteously to the best of their ability;
- accepts the guidance of their supervisor;
- complies with the time and dress requirements of the Benton City Chamber;
- respects the confidentiality of sensitive or proprietary information;
- provides timely notification to the supervisor of absence or termination;
- serves as a goodwill ambassador for the Chamber in the community.

## **GENERAL POLICIES AND PROCEDURES FOR VOLUNTEERS**

*Benton City Chamber of Commerce & Visitor Information Center*

## **Introduction**

Volunteers are significant members of our team. Teams work together to provide the best services and experience possible to our visitors. We want your participation to be beneficial and rewarding. Your loyalty and dedication towards furthering the reputation and integrity of the Benton City Chamber of Commerce & Visitor Information Center is of the utmost importance.

This Volunteer Handbook is provided to inform volunteers and potential volunteers of the policies and operating procedures of the BC Chamber, and of the many service opportunities that are available. It is not a contract for employment or a guarantee of a continuing relationship with the Chamber. The Benton City Chamber of Commerce reserves the right to change policies and procedures or revise the contents of the Volunteer Handbook at its sole discretion, without prior notification to volunteers.

## **Admission and Equal Opportunity**

Admission to the BC Chamber of Commerce volunteer program is open to all those who possess the qualities necessary to become an effective volunteer. Applicants to the volunteer program must be fifteen years of age or older and willing to commit to \_\_\_\_\_ (individuals anticipated volunteer timeline). The Benton City Chamber recruits' volunteers without regard to race, gender, religion, national origin, age, orientation or disability.

## **Job Orientation and Training**

Before beginning your regular volunteer assignment(s), your designated Chamber Leader will discuss the following items with you:

- Review volunteer expectations & tasks assigned;
- Confirm work dates, times, and anticipated duration of your participation;
- Supply you with your name tag and review sign-in and sign-out procedures;
- Provide training on any new skills needed to perform your assigned tasks;
- Discuss procedures for obtaining, using and caring for needed supplies;

## **Absences**

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their volunteer partner or Chamber of Commerce Board of Director Representative as soon as possible.

## **Accidents or Injuries**

If you or a guest is injured, you should immediately ask any team member available for assistance.

## **Dress Code**

It is important that volunteers be dressed in a presentable and appropriate fashion. It is important that volunteers dress to work safely and comfortably.

## **Identification**

Volunteers should always conspicuously wear their name tag. It is important for visitors to be able to identify individuals who are able to help them with directions and information. Volunteers should report lost name tags immediately to a BC Chamber Board of Director's member.

## **Maintenance of Personal Information**

Volunteers are responsible for updating personal data, such as change of address, contact telephone numbers, etc. with the Administrative Coordinator.

## **No Solicitation/No Distribution**

The conduction on-site of non-Chamber business such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of members or any other similar types of activity is strictly prohibited; unless it is a BC Chamber sanctioned item.

## **Open Door Policy**

Should a volunteer have or foresee a problem that may interfere with their commitment or ability to adequately perform their responsibilities, that volunteer should immediately discuss the matter with their designated Chamber Leader or another member of the Benton City Chamber of Commerce Board of Directors. The BC Chamber Leadership is always available to discuss any changes, questions or problems.

## **Professional Standards**

The manner in which volunteers and paid staff conduct themselves should create a favorable and lasting impression of the BC Chamber. The continued success of the BC Chamber depends on the quality, integrity, expertise, and professionalism of all our agents.

Visitors to the BC Chamber must receive prompt and courteous attention and a helpful and meaningful response. Visitors to the BC Chamber must always be treated with deference, tact, and courtesy. Similarly, respect and thoughtfulness towards fellow workers will always be expected.

## **Resigning from the Volunteer Program**

While we never want to lose a volunteer, we understand that other priorities may cause volunteers to need to resign. To end a volunteer commitment, it is requested that volunteers notify the Administrative Coordinator or another member of the BC Chamber Board of Directors of that decision and the effective date.

## **Safety and Security Procedures**

Volunteers are expected to observe and follow all safety and security policies of the BC Chamber. Volunteers are also encouraged to report unsafe conditions to appropriate BC Chamber team. Volunteers observing any unsafe or inappropriate behavior by other volunteers, BC Chamber staff, or guests, should contact a member of the BC Chamber Board of Directors.

## Sexual Harassment Policy

All volunteers, employees, supervisors and members of management are strictly prohibited from sexually harassing or making improper advances toward other volunteers, guests, employees, or management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decisions or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile or offensive work environment.

## EXPECTATIONS FOR VOLUNTEERS

*Benton City Chamber of Commerce & Visitor Information Center*

### The Volunteer agrees to:

- volunteer a minimum of 4 hours per month for one year;
- be familiar with the Bylaws, policies and procedures (written and verbal) set forth by the BC Chamber;
- comply with the BC Chamber volunteer ethics policy and professional standards;
- be prompt and reliable for each volunteer shift or assigned task;
- dress, speak and act professionally during all volunteer assignments;
- find an appropriate replacement if unable to report for work and notify the BC Chamber of that person's name;
- notify the appropriate staff member (Administrative Coordinator, Chamber President, Board of Directors member, etc.) as early as possible if unable to find a replacement;
- inform appropriate staff in writing of resignation or leave of absence;
- return any BC Chamber materials (i.e., BC Chamber Property) upon resignation;
- enjoy yourself and let us know how to better our volunteer program 😊 ;

### The Benton City Chamber & Visitor Information Center agrees to:

- furnish a supportive climate for volunteer performance and growth;
- recognize volunteer's contributions to the success of our organization;
- provide Letter of Recommendation upon request for future advancement opportunities;
- find opportunities to support the Volunteer's personal & leadership development and assign tasks that best suit the Volunteer's interests;

---

Volunteer Printed Name

---

Date

---

Volunteer Signature

---

Date

---

BC Chamber Board of Director Signature

---

Date