



AMBASSADOR PROGRAM OVERVIEW

Get Involved

The GoRaleigh Ambassador Program is an opportunity to become a trained volunteer for those that are enthusiastic about GoRaleigh's services.

Ambassadors will make an important contribution to their community by helping first time passengers who have questions about the bus in general. Ambassadors should be outgoing, have a positive attitude, a friendly face, and have experience with transit operations in the City of Raleigh.

When you become an Ambassador you will be a valued team member of GoRaleigh's ongoing goal to improve service. In addition to training, you will be provided with all the tools you will need to provide quality customer service.

How to Become a GoRaleigh Ambassador?

Fill out the attached agreement form with your information. Return the agreement form by e-mail to GoRaleighAmbassadors@raleighnc.gov or in person at 4104 Poole Road, Raleigh, NC 27610.

Once Transit Staff has reviewed your completed form qualified candidates will be called to complete an application.

For More Information

Send inquires to GoRaleighAmbassador@raleighnc.gov and enter "Volunteer" as the subject.

City of Raleigh

GoRaleigh Ambassador Agreement Form

PrintForm

Participant

hereby agrees to participate in GoRaleigh's Ambassador Program. The minimum responsibilities that accompany the Ambassador Program are as follows:

1. Participant agrees to be a GoRaleigh Ambassador for a minimum of six months. After six months, if both parties agree, agreement may be extended for an additional year.
2. Participant agrees to be responsible for the following:
 - a) Attend initial training sessions.
 - b) Volunteer a minimum of 20 hours per month.
 - c) Provide customer service to passengers by answering questions, assisting with route information, fare information, and any other general inquiries.
 - d) Attend monthly transit GoRaleigh Ambassador meetings.
 - e) Provide timely and informative feedback to GoRaleigh Staff.

GoRaleigh will provide (2) polo shirts per year, one cinch bag, and all necessary printed materials and schedules for participants to use while assisting riders.

I understand all of the requirements set forth to participate in the GoRaleigh Ambassador Program.

For the period of ____ months (minimum of 6 months) beginning on _____.
(date)

This Agreement shall commence on the date first written above, and shall be of full force and effect until such time as it is terminated by either party in accordance with this section. Either party may terminate this Agreement without cause upon thirty (30) days written notice to the other party.

First Name: Last Name:

Home Address

City, State, and Zip

Phone Number (Daytime) E-mail

Representative's Signature Date Signed

By my signature I acknowledge that I understand and agree that my involvement in the City of Raleigh's GoRaleigh Ambassador Program is completely voluntary and that the City, its officials and employees are in no way liable for any injury or inconvenience that may result from my performance of any activity related to the Ambassador Program and further agree to hold the City, its officials and employees harmless.