



## Toontown Rewritten Support: Support Representative Application

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Thank you for showing interest in becoming part of the Toontown Rewritten Team! Before you start filling out this application, there are a few things you should know:

1. **Toontown Rewritten is a volunteer effort.** No income or salary is provided as compensation for anyone's involvement.
  2. **Support Representatives must have good communication skills.** As a support agent you will be dealing directly with the players, which means you will need to put your best foot forward! Proper grammar and clear communication is necessary.
  3. **Previous infractions count.** If you have any account associated with you that has infractions, they may be factored into the decision of your application.
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As a Support Representative for Toontown Rewritten, you will be working with various services that we use to communicate with and help players of all ages. Your work will require you to serve as an investigator for player disputes, a guide for technical issues, and above all else, protect children from the dangers of online communication.

We are searching for people who have a friendly personality, excellent writing ability, and superb problem solving skills to represent Toontown Rewritten to the many players and parents who reach out to us.

### **Position Requirements:**

- Must be at least 13 years of age.
  - Have a deep understanding of the Toontown Rewritten Terms of Service.
  - Toontown Rewritten accounts must be in good standing.
  - Must be able to handle explicit language and inappropriate content.
  - An intermediate technical ability to understand the software and interfaces used for support work, as well as troubleshooting player issues.
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The application begins below.

Copy & Paste the questions with your answers in an email to [support@toontownrewritten.com](mailto:support@toontownrewritten.com).

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### **About You**

- What is your first name, and preferred name?
- What is your date of birth?
- Is English your first language?
- Are you comfortable with using voice chat?
- Can you tell us a bit about yourself?
- Have you worked in a team environment before?
- If so, how would you describe your experience on that team?

### **Toontown**

- Please list your Toontown Rewritten account username(s).
- Do you have any previous infractions (warnings, suspensions, terminations, loss of ability to use SpeedChat+) on any of your accounts? If so, what are they?
- How often do you play Toontown Rewritten?
- Are you an active member of any Toontown-related websites or communities outside of the game?
- If so, where can we find you? Direct links to your profiles would be great!

### **Support Experience**

- Do you have any previous support experience? If so, what kind of support?
- What do you consider good customer service?
- What Operating System do you currently use?
- Are you comfortable with any other Operating Systems?
- Why do you want to work for Toontown Rewritten?
- Are there any other positions you are interested in other than the one you have applied for? If so, list all that apply.

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### **Availability**

- What timezone are you in?
  - When are you usually available at your computer?
  - How much time can you commit to your job as support staff per week?
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