



MODERATION DEPARTMENT

Discord Moderator Application

Thank you for showing interest in becoming part of the Toontown 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. **Discord Moderators must deal with inappropriate messages.** All Discord Moderators are required to be at least 18 years old due to the content they view. Even if you fit the age requirement, if you are uncomfortable with handling explicit language and other inappropriate content, you may want to reconsider applying for this position.
 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.
-

ABOUT THE ROLE

As a Discord Moderator for Toontown Rewritten, you will be monitoring the official Toontown Rewritten Discord server to ensure all messages and other content present in the server are appropriate and safe for our users. Chat messages, reports, and user profiles monitoring will be on your agenda. Your work will require you to serve as an investigator for player disputes, and above all else, protect users from the dangers of the internet.

We are searching for people who have sound moral judgment with a passion for protecting others, as well as fair technical ability to learn the tools used by Discord Moderation.

POSITION REQUIREMENTS

- Must be at least 18 years of age.
- Have a deep understanding of the Toontown Rewritten Terms of Service and the Toontown Rewritten Discord server rules.
- Toontown Rewritten accounts and social interactions must be in good standing.





- Discord account must be in good standing in the Toontown Rewritten Hub Server.
- Must have a Toontown Rewritten account that is at least six months old and at least one Toon over 25 Laff.
- Must have a Discord account that is at least one month old.
- Must be able to handle explicit language and inappropriate content.
- An intermediate technical ability to understand the software and interfaces used by Discord Moderation.

To submit your application, please copy the questions below into an email (and answer them, of course!) then send your email to support@toontownrewritten.com. After we receive your email, we'll follow up within a few days and will file away your information until the position is open for recruitment.

ABOUT YOU

- What is your full first and last name, preferred name, and preferred pronouns?
- What is your date of birth?
- What language(s) do you speak fluently?
- What is your Discord username?
- Can you tell us a bit about yourself?
- Can you tell us about your experiences working in a team environment? What did you learn from your experience(s), and what values do you believe are most essential to effective teamwork?
- Do you have any experience with moderation? If so, what did you moderate? Please elaborate.
- Why do you want to be a Discord Moderator?
- What do you think you can bring to the table as a Discord Moderator?

TOONTOWN

- Please list all of your Toontown Rewritten account username(s).
- Do you have any previous infractions (warnings, suspensions, terminations, loss of ability to use SpeedChat+ or submit names) on any of your Toontown Rewritten OR Discord accounts? If so, what are they?
- How often do you play Toontown Rewritten?





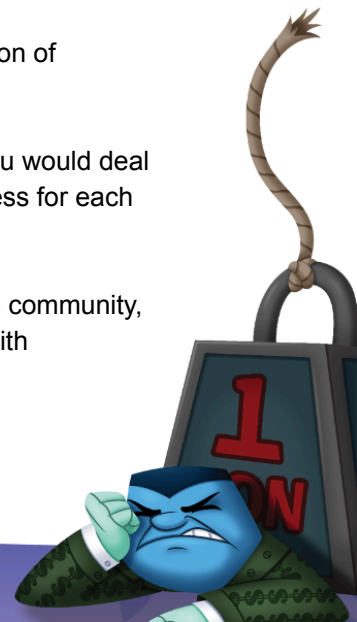
- Are you an active member of any Toontown-related websites or Discord communities outside of the game? If so, where can we find you? Direct links to your profiles and Discord communities would be great!
- How did you hear about Toontown Rewritten hiring?
- Are there any other positions you are interested in other than the one you have applied for? If so, list all that apply.

AVAILABILITY

- What timezone are you in?
 - When are you usually available on your computer?
 - How much time can you commit to your job as a Discord Moderator per week?
-

DISCORD MODERATION CHALLENGE

1. Review the following imaginary feedback messages submitted by players to our Discord server, and identify if each message is considered constructive or unconstructive feedback. Provide a brief explanation for your assessment of each message. (Choose 2 out of 3)
 - a. Ugh, plz fix golfing already. It's so broken and frustrating to deal with. Sometimes it just feels like you're completely at the mercy of RNG. You guys are trying...I guess. Here's to hoping a fix is released soon...
 - b. I was in a VP with a greener and I sent in a report. I don't know if they'll ban the greener because they won't tell me, which isn't exactly helpful, but at least they told me they're reviewing the report. I think it would be nice if we could know what happens with our reports, you know? Anyway thanks for keeping the game safe!
 - c. i don't like the addition of sellbot field offices. i feel it goes against ttr's mission of preserving the original tto. please remove them from the game.
2. Below is a list of hypothetical situations that require your responses. Explain how you would deal with each case and what messages you would send out. Explain your thought process for each one. (Choose 2 out of 3)
 - a. Our upcoming game feature has received some negative feedback from the community, which has been expressed publicly on our Discord server. You are tasked with





responding to this on Discord. Please show a sample Discord message reply that reassures players and mitigates any potential negative impact on the game.

- b. You receive a private message on Discord from a well-known community content creator expressing their frustration with the response time regarding a situation they reported to us last month. Could you show us how you would reply to the content creator?
- c. Toontown Rewritten has announced a new initiative to promote diversity and inclusion, but some players on our Discord server are expressing skepticism and criticism. Please show a sample response that addresses the community's concerns and promotes the importance of diversity and inclusion in Toontown.

Thank you for taking the time to apply for Toontown Rewritten!

You *ARE* Toon Enough!

