



## COMMUNITY ENGAGEMENT DEPARTMENT

### Feedback Manager Application

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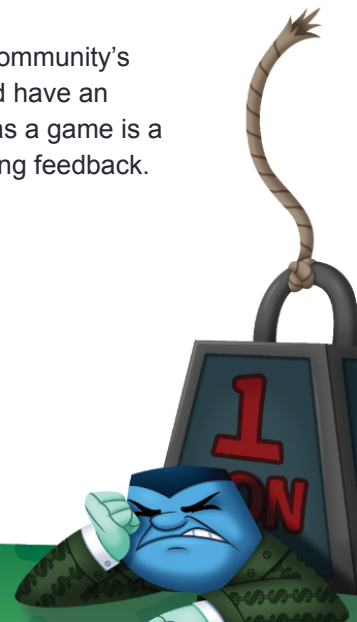
Thank you for showing interest in becoming part of the Toontown Team! Before you start filling out this application, there are a few things you should know:

1. **Toontown Rewritten is a volunteer effort.** No income or salary is provided as compensation for anyone's involvement.
  2. **A connection with the community's thoughts, wants, and needs is important.** We need people who have a finger on the community pulse. While you do not need to be involved in public conversations, we do need people who are able to catch information that may be otherwise missed.
  3. **Feedback Managers source, sort, and categorize important feedback.** Toontown Rewritten receives a ton of feedback every month through multiple avenues. We need people who are interested in and excited about collecting and delivering this feedback to help the team and community.
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### ABOUT THE ROLE

As a Feedback Manager for Toontown Rewritten, you are tasked with sourcing and logging feedback from the community, then categorizing and sorting that feedback for distribution to the Team's Departments. The goal of the work on a monthly basis is to create Department-specific lists of feedback so we can more efficiently address issues that the public, our Team, our Partners, and each Feedback Manager finds. If you have always wanted to help better Toontown by making sure the community is heard, and that feedback reaches the right places, all while staying a bit more behind the scenes (if you'd like to, of course!), then this role is for you!

An ideal candidate will be very connected to and passionate about the community and the community's thoughts. They will have strong organizational skills, enjoy finding solutions to problems, and have an interest in bettering both the game and the community. Understanding Toontown Rewritten as a game is a plus, and strong critical reading and analyzation skills would be helpful in sourcing and logging feedback.





## POSITION REQUIREMENTS

- Must be at least 16 years of age.
- Must have a Toontown Rewritten account that is at least six months old.
- Must be recently active in-game or in the community for at least two consecutive months. This means showing activity for at least a couple days each week for a period of at least two months.
- Display excellent organizational, critical thinking, and critical analyzation skills, to be able to source feedback both in-game and from online forums, websites, and communities, to organize feedback into department-specific dockets, and to deliberate with other teammates.
- Must have knowledge of Toontown Rewritten's current and past projects to best understand the prioritization of feedback, and how it can best be delivered to help both the team and community.

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](mailto: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.

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## 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?
- Do you have a Discord account? If so, what is your 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?
- Why do you want to be a Feedback Manager?
- What do you think you can bring to the table as a Feedback Manager?

## 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 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!
- 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.

## EXPERIENCE

- Do you have experience with any project management tools, such as Trello, Notion, or Jira? (“No” is an okay answer!)
- What is your experience with information analysis? If you do not have experience with this, in what ways do you feel prepared to analyze feedback for the team?
- What kind of feedback have you seen or given for Toontown Rewritten in the past that you really want to see come to life?
- Give us an example of a time when you had to remain neutral. What about this was difficult for you? Did you succeed in doing so? What did you learn from this experience?
- Do you consider yourself more introverted or extroverted when it comes to community involvement? Has this changed how you work, or how you approach problems? Please elaborate.

## 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 Feedback Manager per week?

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

**You ARE Toon Enough!**

