



SUPPORT DEPARTMENT

Support Representative 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. **Support Representatives must have good communication skills.** As a Support Representative, you will be dealing directly with the players, which means you will need to put your best foot forward! Proper grammar and clear communication are 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.
 4. **In-game activity is considered.** We are looking for Support Representatives who actively play Toontown Rewritten. We are looking for applicants who have at least two months of consistent gameplay when we receive and review their application.
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ABOUT THE ROLE

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 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.





- 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.

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?
- 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 Support Representative?
- What do you think you can bring to the table as a Support Representative?

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.





SUPPORT EXPERIENCE

- Do you have any previous support experience? If so, what kind of support did you provide?
- What do you consider good customer service?
- What operating system(s) do you currently use?
- Are you comfortable with any other operating systems?

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 Support Representative per week?

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

You *ARE* Toon Enough!

