



## Support Application

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Hello and thank you for taking the time to view our applications page! It's toons like you who help keep Toontown running and we can't wait to see your application.

Before we begin it's important we go over a few things to make sure you're up to speed!

### **About the Corporate Clash Crew:**

Every member on the Corporate Clash Crew is a volunteer and the position you're applying for isn't a paid position.

Every member of the Corporate Clash Crew will be expected to dedicate time towards the projects they're assigned to unless you notify your team lead.

With that out of the way, let's talk about the Support Team position.

### **About the role:**

Support Representatives are responsible for providing a satisfactory interaction when a User contacts the Corporate Clash Staff regarding any inquiries. We represent the entire Corporate Clash Staff when interacting with the community, and strive to provide an accurate, efficient and friendly experience in a timely manner.

### **Position Requirements:**

- Must be at least 14 years of age.
- Understands public opinion and how to handle themselves professionally.
- Must be fluent and well-spoken in English.
- Previous moderation experience heavily preferred, but not required.

So it's time to begin!

Let's get started with your application.

The way we recommend you fill out the application is to either number each question or copy the application into a word processor of your choice. Once you're done, send it off to [applications@corporateclash.net](mailto:applications@corporateclash.net) with the subject line 'Support Application'

### **Section 1 - Personal Information:**

1. What is your name?

2. Do you have a preferred name?

3. What TimeZone are you located in?

*Our team work in eastern time, but we have crew members from around the world!*

4. Are you fluent in English?

*If you speak any other languages, please tell us about it!*

5. Are you able to occasionally voice chat with other team members and in meetings?

6. What is your estimated availability per week?

7. Have you ever worked in a team environment before?

8. Is there anything else you'd like to tell us about yourself?

### **Section 2 - Toontown:**

1. Do you have any experience with Toontown?

*If so, we'd love to know when you started playing!*

2. Do you actively play Toontown?

3. Have you ever worked on a Toontown server before?

4. How familiar are you with Toontown: Corporate Clash?

Do you know about the changes we've made compared to the original?

**Section 3 - Support:**

1. Do you consider yourself an active member of the Corporate Clash Community?
2. What makes you want to be a Support Representative for Corporate Clash?
3. How experienced are you with the Discord platform?
4. How much time can you dedicate to respond to questions, concerns, technical/account issues, and moderation inquiries on average? Are there any major commitments we should be aware of?
5. What would you consider to be your greatest strengths as weaknesses?
6. Why do you feel you are best suited for this position? What sets you apart from other applicants.
7. How would you rate your technical knowledge? Some support tickets will be asking for help with different operating systems. So having some technical knowledge is helpful but not required.