

Escape Artists Inc.

Post Office Box 83

Woodstock, Georgia 30188 USA

www.EscapeArtists.net



Role Description - Twitch Moderator

We are looking for several part-time Twitch Moderators to help greet and moderate our Twitch community during streams. This is a part time, unpaid volunteer position. It's ideal for active members of our Twitch community who want to develop or practice community moderation skills, and gain experience in the Venn Diagram of genre fiction, streaming and podcasting spaces.

As multiple places are available, this position will be open to both internal and external candidates simultaneously.

Role Details

- Position: Twitch Moderator
- Location: Remote
- Hours: Part-time and flexible (depending on size of the team, estimated between 5 and 10 hours per month)
- Compensation: None (this is a volunteer role), but you will receive a free Tier 1 subscription while you are an active moderator
- Start Date: Immediate / ASAP
- Contract Length: Three month initial term; rolling three to six month additional terms
- Potential for role expansion

Responsibilities

This role includes:

- Regular communication and working closely with fellow Twitch Moderators and reporting to EA's COO Marguerite Kenner
- Respond to queries from EA's owners and the editorial teams
- Regular workflow including:
 - Coordinating schedules with moderation team
 - Attending regularly scheduled EA streams
 - Greeting the community
 - Moderating stream chats and enforcing EA's [Code of Conduct](#)
 - Logging any persistent issues
 - Offering feedback on ways to improve

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- Any other tasks or services agreed upon in connection with this role
- Maintaining a baseline working knowledge of our industry
- Abiding by the EA [Code of Conduct](#) and the [Terms of Use and Privacy Policy](#)
- Possible attendance of industry events (depending on location and interest)
- We encourage you to interact with our wider fan community via our forum, Discord server and social media outlets

Requirements

We are looking for someone who:

- Is a positive and enthusiastic member of our streaming community
- Demonstrates respect and a welcoming attitude
- Is comfortable facilitating conversations and engaging with streamers
- Willingness to learn, use and improve stream moderation tools
- Is capable of multitasking during streams
- Is capable with document and spreadsheet software (Microsoft Office or GSuite)
- Can be regularly contactable both in and out of normal streaming hours (within reason)

Helpful skills and qualifications

- Relevant and demonstrable knowledge and experience working in a moderation or community management role (but this is not essential!)
- Familiarity with donation platforms including PayPal, Patreon and Ko-fi
- Familiarity with social media platforms including Discord and Twitter

Person specification

An ideal candidate is:

- Speaks fluent English
- Organised, self-disciplined and self-motivated
- A strong and active communicator
- Able to work well in an asynchronous environment and across time zones
- Able to work with minimal oversight (but never without support)
- Willing and interested in learning new skills and taking on new challenges

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- Actively interested in media production (especially podcasting and publishing)
- Familiar with our existing work and online communities

About Us

Escape Artists Inc. is a US-based media company. We specialize in creating free-to-listen short fiction podcasts including the original science fiction podcast, Escape Pod. Our award-nominated content reaches millions of listeners each year.

Visit EscapeArtists.net for more information and our press kit.