

Escape Artists Inc.

Post Office Box 83

Woodstock, Georgia 30188 USA

www.EscapeArtists.net

Role Description - Community Moderator

EA's moderators help maintain the online communities we offer, such as our Patron-only Discord server, our Twitch streams, or our forum. They are frequently the first point of contact for questions or issues, and are an invaluable resource, helping enforce our [Code of Conduct](#) and supporting safe environments for our audience.

This role will be held by multiple people, who may moderate across a single or multiple platforms.

This is a freelance/part time contractor position. It's ideal for active members of our communities who want to develop or practice community moderation skills, and gain experience in the Venn Diagram of genre fiction, streaming and podcasting spaces. It's very likely those who hold this role may also hold other roles within EA at the same time.

Role Details

- Position: Community Moderator
- Location: Fully remote
- Hours: Part-time and flexible (depending on size of the team, estimated between 5 and 10 hours per month)
- Pay: Will vary per platform, usually as a flat monthly rate. Twitch moderators equally share 50% of EA's monthly Twitch proceeds (guaranteed minimum of aggregate \$90 per month) with a goal of the London Living Wage hourly rate
- Start Date: Immediate / ASAP
- Contract Length: Six month initial term with expectation of permanence
- Potential for role expansion

Responsibilities ("What You'll Do")

This role includes:

- Regular communication and working closely with fellow Community Moderators and reporting to EA's COO Marguerite Kenner
- Respond to queries from EA's owners and the editorial teams
- Regular workflow including:

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- 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
- Any other tasks or services agreed upon in connection with this role

Other responsibilities including:

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

Requirements ("What You Bring")

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 ("Nice to Have")

- 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

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An ideal candidate is:

- Fluent in English (read and write; speaking is also helpful)
- 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
- 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, fiction-focused media production company. We specialize in creating free-to-listen short fiction podcasts including the original science fiction podcast, Escape Pod. Our award-winning content is downloaded or streamed millions of times a year.

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