



EVENT ASSISTANT

Positions Available: 3

Post: Roaming all rooms

This position is crucial in maintaining a positive and respectful environment while providing timely and efficient attendee support.

Requirements

- Age should be at least 18+
- A headset is preferred but not necessary.
- You must become familiar with our VR world guidelines and policies.
- Must be reliable and punctual, able to commit to the event schedule.
- Have a strong sense of responsibility and the ability to maintain professionalism under pressure.

Responsibilities:

1. Monitor and enforce community guidelines and policies to maintain a respectful and inclusive online environment.
2. Address and resolve any inappropriate behavior, harassment, or disputes among users. Contact Hostess immediately to escalate complex or unresolved issues to higher-level support when necessary.
3. Foster a sense of belonging and engagement within the community by encouraging positive interactions.
4. Respond to user questions and offer assistance, including technical support.
5. Review and moderate user avatars, ensuring that they adhere to community standards. Take appropriate action to correct the policy violations.
6. Collect and document user feedback, suggestions, and concerns regarding the platform and/or experience.
7. Mediate and resolve disputes and conflicts between users in a fair and professional manner. Keep detailed records of user interactions.