

# Research Operations Resourcing Coordinator (NYC or London)

[60 Decibels](#) is a tech-powered impact measurement company that makes it easy to listen to the people who matter most. We've been in business as an independent entity since early 2019, when we spun out of the global Impact Investor [Acumen](#).

We believe that the best way to understand social impact is by talking to the people experiencing that impact. It sounds obvious when you say it, but that is not the typical practice for many impact investors, corporations and foundations working to create social change.

We collect social impact data directly from beneficiaries (customers / employees / suppliers) using our network of 1000+ trained research assistants in 75+ countries. We do it quickly and without the fuss typically associated with measuring social impact. Our research assistants speak directly to customers to understand their lived experience; and our team turns all this data into benchmarked social performance reports, with accompanying insights, to help our clients demonstrate and improve social performance.

By making impact measurement simple, scalable, and comparable, we not only enable organizations to improve their products and services; we also help transform what it means to credibly measure impact, ensuring that the voices of those who matter most are always part of the story. **If you're similarly passionate about our mission and excited about the opportunity to help grow a dynamic business, we're looking for a Research Operations Resourcing Coordinator to join our team.**

**About the role:** You are the primary interplay between our network of 1,000+ independent Research Assistants and our project team. In this role, you will be staffing the research teams responsible for generating all of the data that drives 60 Decibels' insights. You will be matching the unique attributes of each of our global Research Assistants with the specific requirements of each data collection project, ensuring the most impactful and efficient research team composition. You will be regularly looking for opportunities to improve our resourcing philosophy and model across different geographies, making data collection predictable, high-quality, and efficient.

Specifically, your responsibilities will include:

- Fulfill all Resourcing requests for Research Assistants on data collection projects.
- Support on fulfilling unique Resourcing requests on projects with special requirements.
- Provide strong inputs to our global Resourcing philosophy, informing how to most effectively resource research teams.
- Interrogate our current Resourcing infrastructure and collaborate with Research Operations team members to execute process improvements.
- Respond to queries from other 60dB teams in a timely manner.

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- Perform general administrative tasks across the Research Operations team as needed.
- Model our [company values](#) in all interactions with Research Assistants and be a supportive team member to our global 60dB team!

**About You:** First and foremost, you bring compassion and dedication to this work because it matters to you. You have an excellent eye for detail, thrive in an environment where you are juggling multiple things at once, and take personal accountability seriously: when you say you're going to do something, you do it.

Other characteristics that will help you succeed in this role and be a great cultural fit: you have a bias towards action—you get your hands dirty—and you actively tackle problems in ways that lead to great outcomes. You successfully balance flexibility and rigor, and embrace taking strategic risks and growing from mistakes. Ultimately, you are eager to do the work to build something new and (we hope) important to the world.

We also expect that most candidates will have had the following experiences / attributes. If your experience set differs, but you think you're the right person for the job, say that in your application.

- 0-2 years of relevant professional experience in project management, business operations or administration; a bachelor's degree is required.
- Comfort with ambiguity, a can-do/curious attitude, and strong connecting-the-dots skills.
- Excellent organizational skills and superb communication skills (both verbal and written).
- Awesome ability to prioritize and manage multiple workstreams.
- Previous experience with Airtable or other relational database systems is advantageous.
- Someone who thrives in a fast-paced, entrepreneurial environment and has the ability to multitask.
- Great core skills of problem solving, teamwork, and communication. And great soft skills, plus the understanding that they're not really "soft" at all.
- Effective at building relationships across diverse stakeholder groups & across different geographies and time zones.
- Experience working with remote and globally distributed teams preferred.

# Interested in applying?

**Deadline:** Candidates are encouraged to apply early, as applications will be reviewed on a rolling basis.

**Location:** The Research Operations Resourcing Coordinator will join us in our New York or London office.

**Compensation:** 60 Decibels offers a competitive salary and benefits package and the opportunity to work in a flexible, fun and supportive environment. In New York, the salary for this position is 60k - 70k USD plus incentive pay, commensurate with qualifications.

**Application:** To apply please fill out [this application form](#) where you will be asked to upload:

1. Your resume
2. Two short videos (1-2 minutes per video) or a written response in which you respond to the following questions:
  - Question 1: Tell me your story: where you're coming from, what you've done in the world that you're passionate about (in work or otherwise), your ambitions for your future, or whatever else you think is relevant in explaining who you are.
  - Question 2: Why do you think you are a good fit for this role? What are the unique strengths you bring, and what are your weaknesses?

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> Visit our website at [60decibels.com](http://60decibels.com).

> Read about our team values [here](#).

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