

Hiring: Employee Experience Manager

[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](#).

Our firm belief is that the best way to understand social impact is by listening directly to the people experiencing that impact. That sounds obvious when you say it, but this is not typical practice for most impact investors, corporations and foundations working to create social change.

We have built an infrastructure and an approach to change this, by making it easy for our clients to listen to their customers, employees and beneficiaries. Our infrastructure includes our network of 800+ trained researchers in 60+ countries who speak 125+ languages (covering 5 billion people globally!). These researchers speak directly to customers to understand their lived experience, a combination of qualitative and quantitative data. Our 60dB team turns all this data into benchmarked social performance reports that help our clients understand, demonstrate and improve their social performance.

By making impact measurement simple and scalable, we not only enable organizations to make improvements in the products and services they've designed to serve beneficiaries; 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.

60 _ decibels

Our business is fundamentally about people – listening to the beneficiaries and customers of the companies that we work with to better understand impact around the world. And for 60 Decibels, our own success means listening to the experience of the remarkable team members that comprise our company and making sure that they are heard, supported, and given the opportunity to grow and innovate. We are looking for an Employee Experience Manager to help us do just that!

About the role: The Employee Experience Manager will join our small but mighty operations team to help to build out 60 Decibels' People Operations function under the direction of our Director of Operations. Because the success of our business is tied intrinsically to the success of our team members, this is a highly integrated and cross-functional role. You will work with our regional and functional leads to ensure that their teams are sufficiently resourced and thriving, and you will build and manage feedback systems to maintain a "pulse" on the organization as we grow, identifying and designing new programs to enable team members to grow and improve.

More specifically, the Employee Experience Manager will:

- Work closely with the Director of Operations to help to refine and manage the approach to People Operations at 60 Decibels, laying the groundwork and strategic direction for the People Operations function

- Spearhead our performance management program and corporate approach to professional development
- Review, refine, and iterate on our employment policies, systems, and philosophies, ensuring that they thoughtfully reflect company values and strategic objectives
- Build and maintain robust feedback systems to get actionable data on areas of strength and growth for the organization
- Take ownership of the end-to-end employment cycle, from onboarding to performance improvement and growth to offboarding
- Work closely with regional and functional leads to identify and fill resourcing gaps and provide support to ongoing staffing efforts
- Manage recruitment, hiring and contracting of new team members
- Oversee benefits management and administration across our four global offices, in partnership with the Finance Team
- Identify and design programs to continuously improve team member experience, engagement and professional growth
- Oversee employment law and immigration compliance, in partnership with the Director of Operations and legal counsel
- Provide strategic support in building an inclusive organization that values collaboration, growth, diversity, and equity
- Support other initiatives and work as may be required from time to time in a startup environment

60__decibels

About You: First and foremost, you bring compassion and dedication to this work because it matters to you. You have a bias towards action: you get your hands dirty and actively tackle problems in a way that leads to the best outcomes and brings teams together. You successfully balance flexibility and rigor, using informed judgment to make decisions. You model critical thinking and introspection, taking strategic risks and growing from mistakes. You are decisive and bold, have a growth mindset, are eager to change the status quo, and know the value of being a part of an effective team. You take pride in enabling the best work of others.

Importantly, you need not be a proven HR professional to thrive in this role, and we encourage candidates with a range of different skills and experience to apply. We 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.

- 3+ years of professional experience, preferably in operations, project management, systems design and/or consulting within a social enterprise or start up environment
- Demonstrated interest in social impact and/or sustainable development

- An entrepreneurial mindset and proactive approach to identifying and resolving problems
- Superior interpersonal skills and communication, both written and verbal
- Robust analytical skills and experience using data to drive decision making
- Experience with a multi-geography, globally dispersed team
- Fluency in Microsoft Excel, Airtable and/or similar database applications
- Comfort in a fast-paced, start-up environment

60 Decibels is deeply committed to having a workplace that is inclusive and anti-discriminatory. We believe that our team must embody the compassion, listening, and sense of shared humanity that is so central to our goal as an organization. We are proud to be an Equal Opportunity employer and do not discriminate on the basis of race, religion, national origin, gender, sexual orientation age, marital status, veteran status, or disability.

As a growing company, we are building towards a more universally accessible workplace for our employees. At this time, we do use some cloud-based technologies that are not compatible with screen readers and other assistive devices. We would be happy to discuss accessibility at 60 Decibels in greater depth during the recruitment process.

60_decibels

Interested in applying?

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

Location: The Employee Experience Manager will join our US Office, based either in New York City, NY, or Burlington, VT, and will report to the Director of Operations.

Compensation: 60 Decibels offers a competitive salary and benefits package and the opportunity to work in a flexible, fun and supportive environment. Benefits include health insurance, 401k/pension program, and an unlimited leave policy.

Application: Please use the following [link](#) to apply. We're excited to hear from you!

Please note that as part of your application, we will ask you to upload your resume, as well as your written response to the following two questions:

1. What excites you most about this role and why?
2. In your opinion, what does a "successful" People Operations function look like in an organization?

Want to get to know us a little better?

> Sign up to receive [The Volume](#), our monthly collection of things worth reading.

> Visit our website at 60decibels.com.

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