

Business Analyst

[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 Lean Data approach turns customer voice into high-value insights that help businesses maximize their impact. 60 Decibels has a network of 800+ trained Lean Data Research Assistants in 50+ countries who speak directly to customers, end-users, beneficiaries, and employees to understand their lived experience. By combining voice, SMS, and other technologies to collect data remotely with proprietary survey tools, 60 Decibels helps clients listen more effectively and benchmark their social performance against their peers.

We are looking for a Business Analyst to join our team, and work with some of the world's most exciting social enterprises and impact investing funds.

About the Role: We are seeking a dynamic, analytical, and detail-oriented Business Analyst who can partner effectively with teams across the organization to build systems that improve product and company performance. This cross-functional role requires excellent visual and verbal communication skills, and the ability to drive projects with some independence. This is a new role in the organization, so it is a great opportunity to have an impact.

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Specifically, the Business Analyst will:

- Define reporting and alerting requirements for the key business functions, and analyze key organizational performance indicators, including monitoring and reporting on our data flow process. Simply put, you will help us understand how different parts of the business are performing and identify opportunities for improvement.
- Effectively liaise with Services, Operations and Product/Engineering leaders to identify ongoing challenges and deliver innovative solutions.
- Help design, document, and maintain system processes that will be rolled out across the Services, Operations and Product/Engineering teams.
- Manage and update our database contributing to our proprietary 60dB Impact Benchmarks (our unique benchmarks are used by clients to measure their impact performance against their peers). Maintain and improve internal processes for data aggregation and calculations for our Benchmarks database.

- Contribute to 60dB's growth by being on the lookout for opportunities to make our work better, by improving monitoring, discovering issues, and delivering better value to users and clients.

About You: First and foremost, you bring compassion and dedication to this work because it matters to you. You're a problem solver by nature and have a bias towards action: you get your hands dirty and thrive when actively tackling 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. More specifically, you bring:

- 3+ years of relevant professional experience; bachelor's degree is preferred.
- Experience working collaboratively with cross-functional stakeholders and partners in requirements gathering and refinement.
- Experience in articulating issues to both technical and non-technical audiences.
- Experience with SQL (creating and updating queries).
- Experience in data analysis and maintaining data hygiene of a database or system.
- High levels of comfort with new technology and software, and proficient in the MS Office suite.
- Comfort in a fast-paced, entrepreneurial environment; ability to prioritize effectively.
- Excellent spoken and written English skills.

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Other preferred qualifications

- Experience with data visualization tools such as Tableau/PowerBI or packages in R/Python.
- Experience working in an Agile 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.

Interested in applying?

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

Location: The Business Analyst will join the team in one of our global offices (Nairobi, Bengaluru, London, New York) or in exceptional circumstances, work remotely.

Compensation: 60 Decibels offers a highly competitive salary and benefits package and the opportunity to work in a flexible, fun and supportive environment.

Application: Please use [this link](#) to apply. As part of the application process, we will ask you for your CV/resume, and written responses to two short open-ended questions.

We're excited to hear from you!

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> Visit our website at 60decibels.com.

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