

Intern, Research Operations

60 Decibels (60dB) is an impact measurement company that makes it easy to listen to the people who matter most. In 2019, we spun out of Acumen to create a new social enterprise to bring Lean Data to the world.

Our Lean Data approach turns customer voice into high-value insights that help businesses maximize their impact. 60 Decibels has a network of 850+ trained researchers in 70+ 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 **Research Operations Intern to join our global Research Operations team immediately through August 2022, with the potential for extension**. This person will be a key point of contact for our researcher community. Our Research Operations team is responsible for recruiting, resourcing, and overseeing our global community of researchers. Each researcher plays a crucial role in collecting data for 60 Decibels through conducting phone surveys with respondents. Specifically, we're looking for a Research Operations Intern to:

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- Respond in a timely and professional manner to communication from researchers, helping ensure they have a seamless and supportive experience with 60 Decibels.
- Be an approachable and friendly resource to guide researchers through questions and issues regarding their application status, training completion, payment issues & overall experience with 60 Decibels.
- Assist the Research Operations team with tackling critical workstreams related to the researcher experience including recruiting, booking and invoicing.
- Perform necessary “keeping-the-lights-on” administrative tasks across the Research Operations team, *i.e. distributing Money Transfer Control Number (MTCN) to researchers so they can obtain their payments, reviewing new researchers tax documents for completion & providing researchers with access to Slack.*
- Respond to queries from the 60dB team in a timely manner and loop in the correct Research Operations team member when necessary.
- Model our company values in all interactions with researchers 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 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 are eager to learn, have a growth mindset, and know the value of being a part of an effective team. More specifically, you bring:

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- 0-2 years of relevant professional experience is preferred; students currently pursuing undergraduate or graduate degrees are welcome to apply.
- Excellent organizational skills and ability to prioritize.
- Excellent written communication skills with accurate grammar and spelling.
- Effective at building relationships across diverse stakeholder groups.
- Strong analytical skill and/or demonstrated experience with data/database tools such as Excel or Airtable.
- Comfort in a fast paced, entrepreneurial environment and the ability to multitask.
- Comfort working with teams and researchers across different geographies and time zones.
- Experience with prior administrative or customer service roles is a plus.
- Demonstrated interest in or commitment to tackling global development and social challenges.

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?

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

Deadline: Candidates are encouraged to apply early, as applications will be reviewed on a rolling basis until the position is filled.

Location: New York, London or Nairobi. Existing work authorization in one or more of these geographies is required.

Compensation: This is a paid internship position, and we offer an hourly or monthly rate, competitive with the local market in which we are hiring.

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](#).