

# Research Coordinator

[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 Researcher Assistants in 70+ countries. We do it quickly and without the fuss typically associated with measuring social impact. Our Researcher 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.

We are looking for a Research Coordinator to join our team and have the opportunity to interact with some of the world's most exciting social enterprises and impact investing funds.

Research Coordinators are the gatekeepers of data - they are responsible for checking and ensuring that our data is of the highest quality. They are instrumental in creating systems for, launching, and supervising data collection throughout projects, setting up a consistent and rigorous data quality assurance cadence throughout data collection, and are the bridge between research assistants and 60 Decibels' project and operations teams.

The Research Coordinator will:

- Ensure that data collection systems are properly set up prior to launch and are running smoothly throughout the project
- Reliably update systems throughout the project lifecycle, and ensure that all systems within the project are flowing together smoothly
- Train and supervise research assistants on data collection protocols, the importance of data quality, and quality control procedures
- Lead day-to-day management of research assistant team across different regions
- Conduct detailed reviews of data submitted by research assistants twice per week to ensure data quality, send feedback to research assistants to fix data errors, and ensure all errors are corrected before data collection ends

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- Ensure complete, accurate, clean and consistent data is collected and shared with project teams for analysis and reporting
- Communicate project updates both in various project channels and with research assistants reliably and consistently

**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 rigour, using informed judgement 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:

- 0-2+ years of relevant professional experience; a bachelor's degree is preferred.
- Ability to handle multiple tasks; proven self-initiative, problem-solving abilities, and strong organizational and communication skills and project management skills.
- A quick learner when it comes to new software. We use a combination of Qualtrics, Airtable and all the standard Microsoft tools and G-Suite tools. A huge focus of our work will involve you navigating large and complex datasets so a strong analytical skill and/or demonstrated experience with Microsoft Excel is a huge plus.
- Demonstrated interest in or commitment to tackling global development and social issues.
- Demonstrated ability to work successfully with diverse teams across different regions.

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 have an eye for detail. 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.

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## Interested in applying?

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

**Location:** The current recruitment priority is for our India team, so applicants with work authorization in either country are strongly encouraged to apply.

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

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

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

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