

Senior Associate, Services

[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 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) via a network of 800+ trained researchers in 60+ countries. We do it quickly and without some of the fuss typically associated with measuring impact. Our researchers 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 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; but 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 Senior Associate(s) to join our Services Team.**

About the role: This is highly varied and strategic role that spans client, team and project management and requires you to think on your feet. You will have the opportunity to work with some of the world's most exciting companies, and have autonomy in building brilliant client relationships.

Specifically, the Senior Associate will:

- Manage strategic client relationships, including understanding their needs, tailoring projects to deliver on their strategic priorities, and thinking outside the box on how 60dB can add value and grow their impact.
- Design surveys and research approaches to meet client needs, and present analysis and data in a way that helps clients take action and make better decisions.
- Oversee, motivate, and provide support to project teams, ensuring team members are given opportunities for autonomy and learning, while staying on track to deliver within promised timelines.
- Contribute to the growth of 60dB by, for example, building internal tools and processes that make our work better, finding creative new ways to present our findings, identifying new survey methods that we can use, sourcing new business development opportunities.

- Coach junior team members on soft and hard skills.
- Represent 60 Decibels at external meetings and events.
- Model our company values

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: i.e. when you say you're going to do something, you do it

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.

- 4-8+ years experience in consulting, start-up, social enterprise, impact investing or corporate environment.
- A natural affinity towards data, and high level of proficiency with analysis.
- An orientation towards, and passion for, 'client-delight': you are always asking yourself 'what can we do to improve our customer/client experience?'
- Excellent powerpoint and excel skills. High levels of comfort with new technology and software (e.g. we use Airtable and Qualtrics extensively and are often testing new platforms).
- Superb communication skills, both verbal and written.
- Strong experience in, and comfort with, people management and mentorship.
- Great core skills of problem solving, teamwork, and project management. And great soft skills, plus the understanding that they're not really "soft" at all
- Knowledge and passion about supporting business to tackle global challenges.
- Comfort in a fast-paced, entrepreneurial environment; awesome ability to prioritize and manage multiple workstreams; general interest in and orientation towards technology.

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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 Senior Associate(s) 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 competitive salary and benefits package and the opportunity to work in a flexible, fun and supportive environment.

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

1. Your resume
2. Two short videos (2-3 minutes per video) in which you respond to the following questions:
 - a. Video 1: Tell me your story: where are you 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.
 - b. Video 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?

We're excited to hear from you!

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](#).