

**Do you love innovation? Do you feel the world could use a lot more listening to low-income customers in your country? Well, you are in the right place. 60 Decibels is a new social impact measurement company that is looking to hire Researchers who will have a high focus on capturing the voices of such customers.**

## THE COMPANY

60 Decibels makes it easy to listen to the people who matter most. Our Lean Data<sup>SM</sup> approach turns customer voice into high-value insights that help businesses maximize their impact.

- We have a network of 150+ trained Researchers in 30+ countries across the world who speak directly to customers to understand their lived experience.
- We combine voice, SMS, and other technologies to collect data remotely with proprietary survey tools
- We help clients listen more effectively and benchmark their social performance against their peers.

## THE POSITION

We are currently looking for Researchers based in **Madagascar, Nepal, Liberia, Mexico, Malawi, Bangladesh, Tanzania, Myanmar, Cote d'Ivoire, Bolivia, Egypt and Ethiopia**. Most work will be conducted remotely through phone interviews, which means you'll need access to a laptop or computer you can use, a stable phone and internet connection and somewhere quiet to work. Allowances for phone and internet used during projects will be given by 60 Decibels.

Successful candidates will be offered short-term contracts based on projects the 60 Decibels team is working on. The likely duration of the contracts will be between 3 weeks and 2 months; on average, they are 3-4 weeks. If you are interested but we do not have current projects, we can add you to our Researcher database and reach out if projects come up in future. As a Researcher, you will be given training, as well as guidance on deliverables and deadlines.

Although Researchers will be hired on short-term contracts, there is a healthy pipeline of projects, and you may find there is regular work available.

## KEY TASKS

- Conducting interviews and surveys with stakeholders of clients (interview questions and surveys will be provided)
- Inputting data from research conducted in a clear, concise and accurate way in template databases in Excel or online data entry forms
- Communicate regularly with the 60 Decibels team to provide updates on progress and challenges faced, such as misunderstanding of questions or unavailability of data
- Provide feedback on data collection methods and survey tool design
- Entering all data in to English - fluency in written and spoken English required
- Analysis and pulling insights from data, as needed

## CANDIDATE REQUIREMENTS

- Based in Country of Origin - **Madagascar, Nepal, Liberia, Mexico, Malawi, Bangladesh, Tanzania, Myanmar, Cote d'Ivoire, Bolivia, Egypt and Ethiopia**
- Fluency in written and spoken English
- Fluency in Local languages
- Educated with an undergraduate degree and/or diploma (Masters will be a plus)
- 1-2 years of research experience, preferably in surveying, interviewing, data collection and/or analysis
- Computer literate: excellent Word, Excel, and email skills
- Excellent listener, confident talking to people - polite, respectful
- Excellent communication and reporting skills; any customer service experience is a plus
- Excellent attention to detail, organisation and planning skills, critical listening, and attention to detail are key
- Desire to learn, takes initiative, and good problem-solving skills
- Interested in social impact research

## APPLICATION AND SELECTION PROCESS

1. To submit an application, please go to [this webform](#) to answer some questions by. You will be asked to upload your CV (two pages maximum), and a cover letter (one page maximum) as one PDF document. Be sure to mention in your CV or cover letter a) your language skills, b) your location, c) any past research or customer service experience.
2. Applications will be reviewed on a rolling basis- **The sooner you apply the better.** To be considered for the immediate round of hiring, please submit by 30th October 2019. If you would like to be considered for our pool of researchers but are unable to commit at this time, please submit and flag in your application. We endeavour to respond to all applications but please be patient as we receive large numbers of applications.
3. Successful candidates will be interviewed over video chat as scheduled by the 60 Decibels team.
4. Candidate(s) selected will be expected to undergo an online, 5-hour training before they commence any project work. 60 Decibels developed the online training as an investment in our Researchers. The training course is designed to give our Researchers a more formal training in conducting the highest quality Lean Data surveys. It's free and to top it off one gets a certificate. Exciting right!
5. After completion of the training candidate(s) will be provided a Master Services Agreement and a Non-Disclosure Agreement regarding data protection of interviews conducted.

What are you waiting for [click here](#) to apply!