

# 2017 Summer Internship

## Feedback Labs, Washington, D.C.

Product Intern

May - August, 2017

### *Background*

Feedback Labs (FBL) believes that listening to constituents isn't just the *right* thing to do; it's also the *smart* thing to do. Building relationships with constituents positions regular people as co-creators and inverts the traditional top-down, external "expert"-driven, one-size-fits-all approach that has largely failed the nonprofit sector. Feedback Labs' big bet is that when regular people are co-creators, and when their feedback fuels an iterative and responsive process, the desired social impact is amplified.

We are taking steps to help aid agencies, not-for-profits, foundations, and governments both listen and act. The following three questions drive the theory of change: What do regular people want to make their lives better? Are we helping them get it? If not, what should we do differently? Feedback Labs is a consortium of like-minded organizations that range from implementing agencies, research and policy groups, technology developers, and foundations and other funders. All are working to help regular people be in the driver's seat, with experts in a supporting role during the program selection, design, implementation, and evaluation processes.

### *Opportunity*

Feedback Labs is dynamic and growing. We are looking for an individual who feels passionately about our theory of change and has the drive and analytical prowess to help us rapidly shape this movement and our role within it.

This is a unique opportunity that requires a **current or recent undergraduate student** who is comfortable in ambiguity and change, *takes initiative and can work independently*, likes challenges, and executes thoughtful, reasoned judgment. It also requires someone willing to roll-up her sleeves to get stuff done.

This opportunity is based at the OpenGov Hub in Washington, DC. The duration of this opportunity is a **minimum of ten weeks for the summer of 2017**. While unpaid, we can promise a chance to work with a fun and exciting team, shape a new organization, and learn from some of the most creative types in the sector.

*The ideal candidate will have:*

- A deep understanding of product development and management flow
- A deep understanding of how to apply user centered design (or human centered design)
- Experience with market and competitor analysis and product prototyping, testing, and iteration
- Excellent writing skills and the ability to communicate complex concepts
- Exceptional and precise attention to detail
- Strong interpersonal skills and the ability to work across teams
- The ability to work quickly and respond to feedback
- Willingness to run with a project or idea before it is fully formulated and iterate on it regularly
- A sense of ownership for one's own projects and responsibilities
- Value both the giving and receiving of honest and constructive feedback
- Experience with management software is a plus

### *Expected Activities*

- Analyze current FBL product offerings and assist with competitor analysis
- Identify new target audiences; assist in developing target personas
- Help create strategies for developing ideas for new products
- Prepare product requirement docs; help liaise with technical team
- Communicate potential areas of growth to FBL staff and network
- Attend FBL staff meetings and be an integrated member of the team

### *To Apply:*

Please submit a resume and cover letter to: [jobs@feedbacklabs.org](mailto:jobs@feedbacklabs.org)

Any questions may be directed to [info@feedbacklabs.org](mailto:info@feedbacklabs.org)

*Feedback Labs encourages applications from people of all genders, orientations, ethnicities, and backgrounds.*

**Date:** March 2017