

Feedback Labs

Community Coordinator

Our Vision

Feedback Labs is a global network of more than 600 organizations that believe that people and communities should have a say in the programs that affect their lives. Our ultimate goal is to create new norms whereby organizations spanning aid, philanthropy, civil society, and government regularly seek and act on feedback from the people they serve.

Feedback Labs members believe that feedback is the *right thing* to do morally and ethically, the *smart thing* to do to achieve better outcomes, and the *feasible thing* to do at scale. Feedback Labs' objective is to create a 'tipping point' so that good feedback practice becomes the *expected thing* to do as well.

We succeed by harnessing and unleashing a wide variety of viewpoints, perspectives, insights, experience, and expertise from many different networks. We believe that new norms that cement good feedback practice will help contribute to a more equitable world. www.feedbacklabs.org

Your Role

Feedback Labs is looking for a passionate and detail-oriented person to serve as our new Community Coordinator! This person will oversee Feedback Labs' membership of organizations spanning the fields of nonprofits, official aid, philanthropy, and government and will execute events to strengthen and build the feedback movement. Specifically, she/he/they will be responsible for:

- Shaping and managing Feedback Labs' network of member organizations, including organization on-boarding, tracking, continued engagement, and benefits
- Ensuring all members feel part of the feedback movement, and can engage with Feedback Labs in productive and useful ways
- Executing 2-4 [Feedback+](#) events a year, including managing logistics (securing locations, food, technical support, etc), developing event agenda and speaker schedule, overseeing ticket sales, etc.
- Overseeing additional feedback-related events, such as our bi-weekly [LabStorms](#) (collaborative brainstorming sessions)
- Further developing and maintaining a CRM system to ensure member activities are captured correctly, and utilizing CRM to facilitate network growth and development
- Managing budgets related to relevant events and membership activities
- Supervising interns, projects, and staff
- Supporting Feedback Labs' CEO in fundraising efforts

Qualifications

The ideal candidate for this role will have:

- 3+ years of work experience in the tasks necessary for this job, particularly event planning and membership management
- Proven track record in developing and managing memberships, as well as event planning
- Demonstrated stellar team-working abilities
- Ability to handle multiple projects simultaneously and switch between tasks, programs, and types of projects quickly and productively
- Excellent communication and listening skills to manage relationships with other teams and member organizations, and to represent Feedback Labs in external meetings
- Experience working with Salesforce is a plus
- At minimum a Bachelor's Degree or relevant life experience in a related field
- A passionate belief in, and understanding of, Feedback Labs' mission and the fundamental value of feedback loops in community development and social change programs

All Feedback Labs team members are:

- Infinitely adaptable
- Driven and hungry to succeed
- Able to create their own direction and roll with the punches
- Collected and proactive under pressure
- The perfect balance of thoughtful and action-oriented
- Kind to those around them
- Committed to changing the world

Compensation

Feedback Labs offers a competitive salary in the range of \$45,000 - \$60,000, commensurate with experience.

Benefits

This is a full-time position based out of the [OpenGov Hub](#), located in the heart of Washington DC, a short walk from key global institutions. This creative space allows for collaboration and innovation among different groups; it also offers networking opportunities, brown-bag lunches, happy hours and other activities.

Feedback Labs provides a competitive salary, excellent employee benefits, and a fun, flexible, and healthy work environment. We ensure all staff receive in-house training and opportunities to develop new skills through challenging on-the-job assignments. We provide resources for external workshops and conferences to help team members meet their personal missions and grow in their careers.



FBL offers flexibility to accommodate employees' individual schedules and support their efforts to maintain a healthy balance between serving our shared mission and pursuing personal passions. All Feedback Labs staff have unlimited access to the building's well-equipped gym and weekly yoga classes.

Full-time salaried employees enjoy a robust benefits package including medical, dental, vision, 401(k) and PTO.

How to Apply:

Ready to apply to join the Feedback Labs team? Please send your resume and cover letter to jobs@feedbacklabs.org with the subject line: [Community Coordinator Application] - Your Name.

Feedback Labs seeks to build a diverse team that reflects and amplifies the diversity of voices that need to be heard within societies from around the world. FBL encourages applications from people of all races, genders, orientations, ethnicities, backgrounds, and identifications.

Candidates must be eligible to work in the United States.