

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, non-profits, and government regularly listen 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 contribute to Feedback Labs' work in building the feedback community, which includes managing the 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:

- **Executing [Feedback+](#) in-person (when safe) events annually**, including curating the event theme, managing logistics (securing locations, food, technical support, etc), developing event agenda and speaker schedule, overseeing ticket sales, managing event budget, etc.;
- **Strategizing for growth in Feedback Labs membership**, including overseeing membership sales, benefits and maintaining the budget for membership expenses;
- **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 community** and can engage with Feedback Labs in productive and useful ways;
- **Overseeing on-going virtual events**, such as monthly member calls and other community gatherings;

- **Continuing to build and maintain Feedback Labs' CRM system** to ensure member activities are captured correctly, and utilizing the CRM to facilitate network growth and development;
- **Contributing to Feedback Labs' community pillar** including strategic goals, community pillar equity initiatives, and working with all Feedback Labs staff to grow and engage the community;
- **Supervising interns**, projects, and staff on occasion as needed;
- **Supporting Feedback Labs' CEO** in relevant 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;
- Planned and executed multiple mid-large scale events, conferences, convenings, or other gatherings;
- Proven track record in developing and managing membership programs;
- Excellent communication and listening skills to manage relationships with members and event speakers, and to represent Feedback Labs in external meetings;
- Ability to handle multiple projects simultaneously and switch between tasks, programs, and types of projects quickly and productively;
- Experience working with Airtable or other CRM software, data collection and analysis experience is a plus;
- Demonstrated team-working abilities; excellent communication skills, a proven track record in collaborating well;
- A super power in being organized, detail oriented, and a proactive problem solver;
- A passionate belief in, and understanding of, Feedback Labs' mission and the fundamental value of feedback loops in community development and social change programs;
- Bachelor's Degree or relevant life experience in a related field.

All Feedback Labs team members are:

- Infinitely adaptable
- Driven and hungry to succeed
- Able to create their own direction and roll with the punches
- Passionate and informed about anti-oppression work in the United States and globally
- Collected and proactive under pressure
- The perfect balance of thoughtful and action-oriented
- Kind to those around them
- Committed to changing the world

Our Values

Feedback Labs is a values-driven organization, and expects its team to carry out their tasks in alignment with these values:

- **Listen first. Adapt second. Include always.** We embody our mission by equitably seeking feedback and incorporating what we hear into our actions and decision making.
- **Be overly collaborative.** We are intentional about seeking out diverse stakeholders and supporting them to work together. We focus on what's best for the field as a whole, not just ourselves.
- **Leverage power where it lies for a more equitable society.** We use our influence in the field to work where we can leverage and change existing power structures to shift decision-making toward greater equity.
- **Demonstrate low hierarchy and extreme accountability.** We believe everyone we encounter has the ability to contribute, and we support each other by following through with our commitments to our team, partners, and mission.
- **Delight, amaze, and fail forward with ease and grace.** We strive to serve our members, our mission, and each other in a way that feels magical.

Compensation

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

Benefits

This is a full-time position. Feedback Labs is currently working remotely, but is normally 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 is following the guidance of the CDC and Washington DC government's stay-at-home order during the COVID-19 crisis. While this position is intended to be based in DC, Feedback Labs is open to making it a fully remote position if it is determined to be mutually beneficial for the Community Coordinator and Feedback Labs to remain working remotely beyond DC's regulatory framework. As such, Feedback Labs will consider any candidates who can work the core Feedback Labs hours (9-5pm ET) and are legally eligible to work in the United States.*

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.



Feedback Labs 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 in Washington, DC when the physical office space is open.

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. Bonus points for addressing in your cover letter which of Feedback Labs' values speaks to you most.

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

Candidates must be eligible to work in the United States.