

Feedback Labs Operations Associate

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, nonprofits, 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, self-starting, and quick learning individual who possesses a strong attention to detail to serve as our new Operations Associate! The work environment at Feedback Labs is fast-paced, creative, and fun, and our team is hardworking and extremely passionate about our mission. We are seeking an outstanding young professional in this position to support our ambitious growth and impact. This person will contribute to Feedback Labs' work by being a key player in making sure everything runs smoothly, effectively and with positive energy. Specifically, she/he/they will be responsible for:

- **Managing the day-to-day operations** of Feedback Lab's office and team to include: performing general office duties (ordering supplies, purchasing office equipment), serving as point of contact for office space lease (evaluating space needs, contract negotiations), identifying IT support solutions, and overseeing compliance with policies.
- **Maintaining the www.feedbacklabs.org website** pages (regularly including but not limited to LabStorms, Blogs, and Team) and project managing larger web

development projects with external professional web designers and developers (regularly including the feedback quiz as well as one-time projects).

- ***Partnering with the CEO on quarterly Board of Director meetings***, managing agenda, communications and minutes. Maintain Board of Directors necessary documents, ensuring the organization meets all fiduciary requirements, maintaining the BOD annual calendar, ensuring communications are timely, and planning all meeting logistics as needed.
- ***Fostering ongoing excellence in funder and partner relationships*** by maintaining grant records, track grant payments and reporting requirements. Assist with the preparation of grant proposal budgets, providing financial and organizational information as needed. Liaise with consultants, partners, and staff regarding contracts, compliance, and scheduling, including overseeing the execution of grant agreements and contracts with vendors and consultants. Additionally, sustaining Feedback Labs' online presence across the sector, on websites including GlobalGiving, Candid/Guidestar, and Charity Navigator.
- ***Infusing all programs with our *magic duck* quality*** by providing ongoing support to programmatic initiatives and team meetings, included but not limited to facilitation support, technology support, material development and design, and notetaking. (Apply to find out what the *magic duck* is!)
- ***Nurturing the Feedback Labs' culture*** by ensuring a working environment conducive to positive morale, quality and teamwork, included but not limited to: running quarterly pulse checks, maintaining and periodically reviewing Feedback Labs' employee handbook, and ensuring policies and culture are aligned with team values and equity efforts.
- ***Providing support to the CEO in hiring***, including intern recruitment, screening resumes, scheduling interviews/reference checks, and extending offers. Oversee the staff and intern on-boarding and off-boarding process.
- ***Ensuring the nonprofit status of the organization remains strong***, by reviewing the annual review of compliance activities, included but not limited to 501(c)(3) filing at the state and national level, grant and regulatory requirements, business filings, insurance coverage, and accounting policies. Additionally, maintain a filing system for the organization using Google Drive. Electronically file all records, including photos, consent forms, financial documents, etc.

Qualifications

- 1-3 years of work experience in tasks relevant for this job
- A super power in being organized, detail oriented, and a proactive problem solver, including excellent project management and time management skills with the ability to prioritize and multitask, and work on tight deadlines and on longer-term projects, in a fast-paced environment and under pressure;
- Strong communications and interpersonal skills and ability to interact and work effectively with all of the organization's key contacts (i.e., staff, interns, funders, vendors, member groups), and with a sense of humor a plus!
- Instinct to be a solutions-oriented problem solver and willingness to take initiative and try new approaches and propose new solutions;
- Excellent communication and listening skills with a demonstrated team-working abilities; excellent communication skills, a proven track record in collaborating well;
- Strong analytical and organizational skills, including experience working with Airtable or other CRM software, data collection and analysis experience;
- A passionate belief in, and understanding of, Feedback Labs' mission and the fundamental value of feedback loops in community development and social change programs;
- Possess basic proficiency in website management (Wordpress experience is a plus) python, and version control management on github.
- Graphic design skills a plus!
- 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 is excited to have team members who 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 \$40,000 - \$50,000 commensurate with experience, along with generous benefits. Feedback Labs provides a competitive salary, excellent employee benefits, and a fun, flexible, and healthy work environment. We use pnp Staffing Group's compensation survey data and other reputable indices to adjust for cost of living. Feedback Labs also offers substantial employee benefits beyond salary and takes a holistic approach to setting compensation. Feedback Labs is committed to hiring the best candidates for our positions, wherever they are based in the United States, and provides regular cost-of-living pay changes.

Benefits

This is a full-time position. Feedback Labs is currently working remotely, but is normally based out of the [Open Gov 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.



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 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 Operations Associate 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 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: Operations Associate 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.