

Research & Communications Associate

About The Workers Lab

[The Workers Lab](#) exists to give new ideas for and with workers a chance to succeed. We engage frontline workers to develop new knowledge, new ideas, and new technology to solve today's most pressing problems for workers, rooted in the belief that any innovation for workers should be driven by workers.

We're at an exciting moment of growth and reinvention. Our new Participatory Action Research Center is building a first-of-its-kind research infrastructure that puts workers at the center of knowledge production. And after a decade of outsourcing our communications, we're bringing our narrative strategy in-house, with fresh eyes, new vision, and lots of room for creative expression. We're looking for a curious, creative, and mission-driven person to grow with us.

About the Role

This role supports two of The Workers Lab's core priorities: our participatory research and our public communications. On the research side, you'll work collaboratively with staff, partner organizations, and participant-researchers to carry projects forward, focusing on ensuring workers meaningfully shape research direction and outcomes. On the communications side, you'll be the primary writer and voice behind how TWL tells its story — owning our social presence, shaping our narrative, and bringing our work to life for workers, partners, and the broader public. This collaborative role will work across teams at The Workers Lab as well as the workers and partner organizations at the heart of our research. As our research and communications functions grow, so will this role — we're looking for someone who wants to build with us, not just fill a position.

What You'll Do

Communications

- Take meaningful ownership of TWL's social media presence as we build our voice from the ground up — bringing creativity, consistency, and a genuine point of view to how we show up online

- Draft content across formats and channels – social, web, and newsletters, and more – adapting your voice for different audiences while keeping the thread of our story
- Bring creative energy to our outreach, including through visual storytelling, design, or other mediums that help our work reach new audiences
- Contribute to the development of our narrative and communications strategy, helping shape not just what we say but how and where we say it
- Help develop and maintain TWL's messaging framework and language library, so our communications are consistent, specific, and rooted in our work
- Support our transition to in-house communications, including helping us think through content strategy, platform priorities, and the tools we use

Research

- Recruit workers to participate in research projects, using established materials and in coordination with partner organizations
- Build and maintain relationships with participant-researchers, supporting their participation throughout the research process
- Support the facilitation of focus groups and participatory analysis sessions, helping create conditions where participant-researchers can drive the process
- Support data collection, organization, and analysis in close partnership with participant-researchers and staff

Who You Are

- You have 3–5 years of experience in research, communications, organizing, or a related field, or a combination of experience and education that has prepared you for this work
- You're an exceptional writer. You write with clarity, personality, and purpose — and you can shift register from a research summary to a social post to a grant report without losing your voice or the thread of the story
- You're a relationship-builder who can connect authentically with a wide range of people, including workers in gig, care, and other nontraditional work arrangements
- You care deeply about workers, economic justice, and racial equity, and that passion shows in your work

- You're organized and comfortable managing multiple projects and relationships at once
- You bring creative energy (through writing, design, visual art, music, photography, and/or another medium) and are excited to incorporate that into your work
- Experience with participatory or community-based research is a plus, but not required; we'll invest in the right person
- Spanish/English bilingual ability is a strong priority for this role, particularly for our community research work with Spanish-speaking gig and care workers

Compensation & Benefits

Salary Range: \$87,435 – \$131,153. Final compensation will be determined based on experience, skills, and alignment with the role. The Workers Lab also offers a comprehensive benefits package and values sustainable, people-centered workplace practices.

To apply, please send the following materials—combined into a single PDF—to

jobs@theworkerslab.com with the subject line: “Research & Communications Associate Application – [Your First and Last Name]”

- A brief (under 1 page) cover letter sharing what excites you most about the role and/or our organization, and one thing you'd bring that may not be reflected in your resume
- A resume

