Development Operations and Database Coordinator

The National Consumer Law Center (NCLC) is seeking a highly organized and detail-oriented person to join our growing organization. The Development Operations and Database Coordinator plays a crucial role on NCLC’s development team, working closely with all members of the development staff and reporting to the Chief Development Officer. Currently, most NCLC staff are working remotely due to the COVID-19 pandemic, at least through March 31, 2021. During the pandemic this position may require periodic work in our Boston office. Once normal routines are safe to resume, a regular, in-office work schedule will be required.

Primary responsibilities include managing NCLC’s primary database, coordinating timelines and deadlines for the development unit, and assisting with individual giving, donor communications, foundation relations, and events including consumer law conferences and trainings. This position offers an exciting learning opportunity, working in a stimulating and professional environment on all aspects of fundraising at a successful and growing national organization.

NCLC uses consumer law and policy expertise to work for consumer justice and economic security for low-income and other disadvantaged people, families and communities. NCLC’s expertise includes policy analysis and advocacy; legal publications; litigation; expert witness services, and training and advice for advocates. We work with nonprofit and legal services organizations, private attorneys, policymakers, and federal and state government and courts across the nation to stop exploitative practices, help financially stressed families build and retain wealth, and advance economic fairness. For more information see www.nclc.org.

Responsibilities

- Update and maintain detailed records in the development database, including entry of all donations, grants and legal awards.
- Print and mail accurate gift acknowledgment letters
- Work with colleagues to seek out and collect information about constituent interests and activities and incorporate that information into data that can be used in maximizing the effectiveness of organizational outreach.
- Maintain development calendar and communicate important timelines and deadlines
- Submit proposals and reports via foundation grant portals.
- Produce, run, and distribute regular and requested reports to the development team.
- Provide skill-level based database and communications training to staff members
- Prepare information for and participate in monthly revenue reconciliation and annual audit with the NCLC Finance Team.
- Assist with preparations for and execution of NCLC’s annual Consumer Rights Conference and other trainings; travel to annual 3-day conference required (post-COVID).
- Help oversee the work of development interns and other temporary staff, in coordination with the Chief Development Officer.
- Additional tasks may vary based on emerging organizational needs.

Qualifications
Applicant must be exceptionally organized, accurate, and detail-oriented, and able to coordinate multiple and overlapping projects, timelines and deadlines.

Minimum of 1 year of related experience required; 2-3 years of development, fundraising, or related experience highly preferred.

Proficiency in Microsoft Office and/or Google Workplace required.

Prior experience with Customer Relationship Management (CRM), fundraising, or other similar databases (e.g. Salesforce, Raiser’s Edge, Agilon, DonorPerfect, Salsa); an aptitude for using information systems in support of development operations preferred.

Experience utilizing the donor database to develop tools and reports to help advance donor-focused relationships preferred.

Sound judgment and discretion in handling confidential information.

Outstanding communication and interpersonal skills; ability to tailor communications and approach to work with a wide cross-section of staff.

Interest in and/or commitment to advancing consumer rights and economic justice.

Bachelor’s Degree or equivalent combination of education, training and experience from which comparable skills can be acquired.

To apply, please complete the online employment application: https://forms.gle/C1ktFEYgMYeDGUFq6

Please also email your cover letter and resume to careers@nclc.org. Subject: Development Operations and Database Coordinator. No phone calls please.

Salary and Benefits: Competitive salary to commensurate with experience. Minimum of $48000 per year. NCLC offers an outstanding benefits package that includes employer paid medical, dental, life and disability insurance, as well as pre-tax savings plans, a retirement savings opportunity, and generous paid time off including holidays, sick time, personal time, parental leave, and 3 weeks of vacation per year. Some flexibility in regular work hours may be possible after an initial probation period.

Deadline: NCLC is looking to fill this critical role quickly. Interested applicants are encouraged to apply as soon as possible, with priority given to applicants that apply by 12/31/20. The position will remain open until filled.

The National Consumer Law Center is an Equal Opportunity and Affirmative Action Employer, and encourages applications from all qualified individuals without regard to race, color, national origin, religion, sex, gender identity, sexual orientation, age, disability or veteran status, or to other non-work-related factors.