



Chief Publishing Officer  
National Consumer Law Center  
Boston, Massachusetts/Hybrid  
[nclc.org](http://nclc.org)

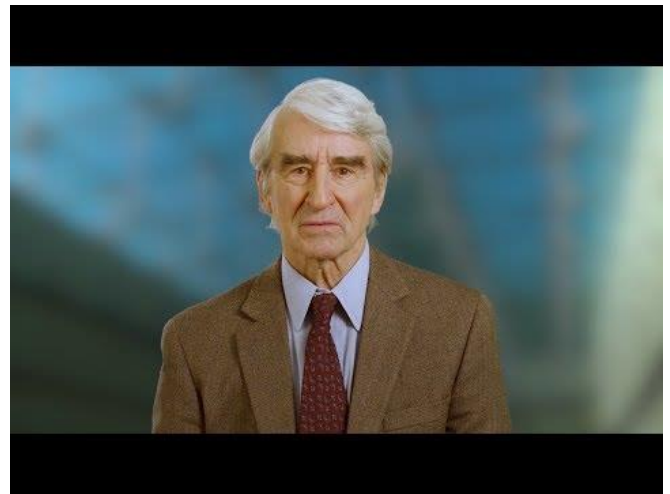
*NCLC has partnered with Lindauer, a global search and talent firm, to conduct this search. Please reach out to the Lindauer team leading this search if you have any questions:*

[Terri Rutter, Assistant Vice President](#)

## ***The Opportunity***

The National Consumer Law Center (NCLC), the country's preeminent advocate for low-income consumers, seeks an experienced professional to join the NCLC management team as Chief Publishing Officer. NCLC is looking for a creative, forward-thinking, and collaborative leader who is motivated to promote economic justice through its extensive catalog of authoritative print and digital publications.

This is an exciting opportunity to work for a leading national advocacy organization that is fighting to level the economic playing field and ensure greater economic fairness and security, especially as it relates to advancing racial justice. This position will report to the Executive Director and will play an important leadership role in the organization.



## **National Consumer Law Center**

---

The National Consumer Law Center proudly traces its roots to the 1960s "War on Poverty" and its work as a support center for legal services offices. From its first days, NCLC has shared its expertise with on-the-ground legal aid lawyers who directly represent low-income people and has supported a strong and growing group of private attorneys who represent consumers in every corner of the nation.

NCLC has used its knowledge of the economic problems facing low-income people to advocate for vital consumer protection policies. Its attorneys are recognized as leading experts in predatory lending, home mortgages and foreclosures, energy and utilities, debt collection, student loans, credit reporting, auto sales and financing, criminal justice debt, credit discrimination, and other areas of critical importance to low-income families. Policies and legislative language drafted by NCLC advocates have been adopted, or have significantly influenced, countless consumer protection measures at both the federal and state levels.

NCLC's expertise includes policy analysis, high-impact advocacy, litigation, and extensive training for a nationwide network of consumer advocates. NCLC works closely with nonprofit and civil legal aid organizations, private attorneys, civil rights and grassroots organizations, and federal and state policymakers across the nation to stop exploitative practices, help financially stressed families build and retain wealth, and advance economic fairness.

NCLC publishes an array of comprehensive and authoritative legal treatises, books, and special guides for attorneys, consumer advocates, and individual consumers. NCLC began its publication efforts over 40 years ago as a way to expand and increase knowledge of consumer laws and their use to protect consumers. In 2015 NCLC launched its digital library to allow digital access to its full range of offerings. The publications are filled with step-by-step advice, strategic pointers, and sample documents that help stop a threatened foreclosure, challenge an arbitration clause, or detect and remedy car fraud, among other issues.

NCLC has developed a number of key initiatives to help focus its resources on urgent problems. As one example, its Racial Justice and Equal Economic Opportunity Project has brought a racial justice lens to virtually all of the organization's advocacy. The project is focused on ending the destructive financial practices that drain wealth and resources from families and communities of color. The project builds on NCLC's long history of fair lending and civil rights advocacy and its strong connections with other civil rights and economic justice organizations. For more information on NCLC's advocacy initiatives, see [www.nclc.org](http://www.nclc.org).

NCLC has a staff of 65, mostly in the Boston headquarters. There is a small Washington, D.C. office and a number of remote staff. The organization has a diverse mix of funding sources, including grants, contracts, publications and conference revenue, court awards, and individual donations. Its annual budget is approximately \$14.5 million, and its reserves are used to fund strategic and high-impact initiatives.

## ***Publications***

NCLC's publications have served as an invaluable resource for generations of consumer advocates, including more than 4,000 current subscribers. The NCLC consumer law treatises were first published in 1982 and have been expanded and updated every year since then. There are now 21 treatises, many of which are well over 1,000 print pages, not counting thousands of sample pleadings, practice aids, and primary sources.

In March 2015, NCLC moved online the full text of all 21 treatises, featuring advanced search, user-friendly navigation, html format allowing easy reading on tablets and smartphones, and full integration of the thousands of pleadings, primary sources, and practice aids. Each treatise is regularly updated, and the online versions can be updated with new developments almost immediately.

The site also includes treatises from other nonprofits, additional digital content, varying levels of access to content, and a sophisticated e-commerce feature. Publications are sold on a subscription basis, involving differing pricing categories and IP access options for law libraries and others.

The principal treatise authors are typically NCLC staff attorneys, often with more than 20 or even 35 years of consumer law expertise. In addition, scores of other practicing consumer law attorneys from every part of the country contribute to the titles. This makes each treatise a unique combination of comprehensive and definitive authority from the experts plus practical insights and practice tools from attorneys seeing real clients and handling real cases on a daily basis. As a result, NCLC consumer law treatises are often referred to as the “bibles of consumer law.”

## Chief Publishing Officer

---

This exciting opportunity is being shared in anticipation of the current Publisher’s decision, after 40 years overseeing the publications program, to step down but remain a part-time senior attorney. The current Publisher has committed to a period of overlap as needed to help the new Chief Publishing Officer (CPO) get quickly up to speed.

The CPO is responsible for enhancing the reach and reputation of NCLC publications and ensuring the continued success of the full range of offerings. The position oversees the financial management and e-commerce of the publications and makes key strategic decisions about the direction and focus of the publications program. The Chief Publishing Officer will be responsible for keeping staff informed about current trends in publishing and helping the organization navigate a rapidly changing digital environment. In addition, the CPO will be responsible for fostering key working relationships with staff at NCLC as well as with select outside partners.

Reporting to the Executive Director, the CPO is a member of the senior management team. The Chief Publishing Officer has two direct reports and oversees a fully remote unit that includes a total of eight staff positions: six editorial staff and two customer service/sales and marketing staff.

This is a full-time management-level position. Candidates who can work from Boston and come to the office at least three days a week are highly preferred. Candidates based outside of the Boston area must commit to come to the Boston office at least two consecutive days per month. The majority of NCLC’s office-based staff currently work a hybrid schedule. Periodic travel is required for meetings and conferences.

## ***Key Responsibilities***

### **Strategic Vision and Leadership**

- Develop the overall vision and direction for the publications program. Set goals for the unit and develop a strategy that furthers NCLC's ability to educate and support consumer law practitioners.
- Establish priorities for the unit and coordinate activities with other groups at NCLC to the extent feasible.
- Develop and oversee systems for ensuring the excellence, relevance, and integrity of the publications.
- Engage with consumer law practitioners through conferences and other events to better understand their needs and challenges.
- Provide strong financial management of the publications program by evaluating expenses and revenue to increase the bottom line.

### **Publications Operations**

- Oversee the creation and production of all print and electronic materials, including legal treatises and books for advocates.
- Oversee additions to the digital library and other content, such as submissions from past conferences.
- Help establish and monitor publication deadlines and assignments.
- Help develop and oversee sales and marketing strategies.
- Oversee relationships with key vendors and contractors.
- Oversee relations with other organizations that publish on the NCLC platform.
- Ensure compliance with a broad range of intellectual property and privacy issues.

### **Management of Publications Unit**

- Foster a positive and collaborative working environment, promote staff professional development, and provide performance feedback and coaching as appropriate.
- Establish goals, objectives, and operational plans for the unit.
- Supervise the Publications Operations Manager and the Director of Editorial and Production.

### **Member of Senior Management**

- Work collaboratively across the organization to ensure alignment with the Center's strategic goals.
- Identify organizational challenges and help develop constructive and effective solutions.
- Provide regular reports to NCLC staff, management, and Board of Directors.
- Promote a diverse, inclusive, and equal opportunity work environment.

## Qualifications

- At least 10 years of professional experience and at least five years of supervisory experience in either publishing and/or law is required.
- Outstanding interpersonal and communication skills.
- Excellent writing and analytical skills.
- Creative and innovative thinking, with a track record for translating strategic thinking into action plans and output.
- Flexible, collaborative, and proactive; able to influence and engage staff throughout the organization.
- Experience overseeing complicated budgets and demonstrated success in financial planning is preferred.
- A demonstrated commitment to advocating for equity for low-income and other economically disadvantaged people, including Black, Indigenous, and people of color.
- Knowledge of copyright law, rights, and permissions, and content licensing is helpful but not required.
- Demonstrated understanding of the challenges facing publishing today, and the ability to think creatively and strategically about solutions.
- A talent for identifying and responding to both challenges and opportunities brought about by outside developments that affect the publications.
- Bachelor's degree, or an equivalent combination of education and experience. A legal degree is helpful but not required.

## Leadership

---



**Richard Dubois**  
***Executive Director***

Richard Dubois is the Executive Director of NCLC. Rich began his career in the consumer movement and has over 20 years of wide-ranging experience in the field. He directs a staff of highly experienced attorneys, advocates, and researchers specializing in issues of consumer law and policy in NCLC's Boston and Washington, D.C., offices. Rich has been with NCLC since 1997, having served as Deputy Director, Director of Development and Project Planning, and as an attorney focusing on foreclosure prevention and sustainable homeownership issues. As Director of Development, he was responsible for all fundraising and communications activities, including individual gifts, cy pres court awards, corporate and foundation support, and federal and state grants as well as conferences, trainings, and special events. As an attorney, he led trainings and conference sessions on homeownership issues to housing counselors, legal aid attorneys, private lawyers, and other advocates. He is a co-author of [Consumer Warranty Law](#), a contributing author to [Surviving Debt](#), and co-author of a model state law on home improvement contracting. Previously an attorney at the Center for Insurance Research, he earned a B.A. from Yale University and a J.D. from the University of Michigan.

## Procedure for Candidacy

---

Lindauer, a global search and talent firm, has been retained to conduct this search on behalf of National Consumer Law Center. Consideration of candidates will continue until the position is filled.

If you are interested in applying for this position, please submit a resume through the Lindauer [website](#). If you have any questions or would like to nominate someone for this position, please contact [Terri Rutter, Assistant Vice President](#).

Prior to submitting your resume for this position, please read it over for accuracy. Lindauer does verify academic credentials for its candidates, and our clients frequently conduct background checks prior to finalizing an offer.