



**National  
Consumer Law  
Center**

*Fighting Together  
for Economic Justice*

NATIONAL HEADQUARTERS  
7 Winthrop Square, Boston, MA 02110  
(617) 542-8010

WASHINGTON OFFICE  
Spanogle Institute for Consumer Advocacy  
1001 Connecticut Avenue, NW, Suite 510  
Washington, DC 20036  
(202) 452-6252

**NCLC.ORG**

## **Boston Office Operations Coordinator**

The National Consumer Law Center (NCLC) is seeking a **Boston Office Operations Coordinator** to join our experienced Operations team based at NCLC's national headquarters in Boston, MA. The **Boston Office Operations Coordinator** provides key office management and operational support to NCLC Consumer Law Advocates in their work related to federal and state consumer protections. This is a full time, hybrid position, working in the Boston Office a minimum of 3 days per week.

Founded in 1969, NCLC is a nonprofit, public interest advocacy organization that seeks to build economic security and family wealth for low-income and other economically disadvantaged Americans. NCLC is a leading source of legal and public policy expertise on consumer issues for lawyers, federal and state policymakers, consumer advocates, journalists, and front-line service providers. For more information, please see our website at [www.nclc.org](http://www.nclc.org).

### **Key Responsibilities:**

#### **Office Management:**

- Manages vendor relationships, reviews vendor invoices
- Oversees office supply inventory and ordering; oversees the organization and cleanliness of the office space.
- Manages conference room scheduling and interoffice calendars.
- Manages logistical support of events in the Boston office including meetings, lunches and social gathering; assists with off site meetings
- Serves as primary contact to allow building access for visitors through building intercom security system
- Assists with building management by administering the building access card system, monitoring and reporting on office conditions, and proactively addressing repair needs.

#### **Operations and Support:**

- Provides administrative support, including the preparation, printing, scanning, copying, faxing, filing and mailing of documents
- Plans, hosts and manages technical aspects of virtual meetings and webinars
- Provides customer service by fielding emails in NCLC shared inboxes and answering, screening and directing calls.

- Oversees the scanning and processing of checks and credit card payments in collaboration with the Finance department
- Collaborates with the Communications team to produce and distribute a weekly internal newsletter
- Conducts research and data management projects in partnership with NCLC attorneys
- Provides operational leadership and support to other departments as needed

**Qualifications:**

- Bachelor's degree or equivalent combination of work experience and education
- Excellent written and verbal communication skills
- Ability to work in the office a minimum of 3 days per week (Tuesday-Thursday) required; ability to work in the office 4 days per week (Monday-Thursday) preferred
- Minimum of 3 years of related business or operations experience, preferably in a hybrid office environment
- Reliable, accurate, self-motivated, detail-oriented with strong organizational skills
- Demonstrated ability to work simultaneously on multiple projects and manage tasks on deadline
- Proficiency in Google Workplace, Zoom Workplace, MS Office, Adobe, Westlaw and Lexis
- Ability to work independently and collaboratively
- General knowledge of business operations; ability to handle sensitive or confidential information

**To apply, email your resume and cover letter to [careers@nclc.org](mailto:careers@nclc.org), Subject Line: Boston Office Operations Coordinator, and complete the online employment application [HERE](#).**

This position will remain open until filled. Preference will be given to applications received by October 13th, 2025

**Salary and benefits:** \$59,000-70,000 annual starting salary, commensurate with experience.

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, paid parental leave, and 3 weeks of vacation per year.

For more information, visit <https://www.nclc.org/get-involved/careers/>

*The National Consumer Law Center is an Equal Employment Opportunity Employer and believes that diversity strengthens our work. Employment decisions are made based on merit and without regard to race, color, religious creed, sex, sexual orientation, gender identity, gender expression, national origin, age, disability, military service or status, veteran status, marital status, genetic information, pregnancy or a condition related to pregnancy, ancestry, political*

*affiliation or beliefs, or any factors unrelated to the skills and qualifications for the position in question. Individuals of all backgrounds are encouraged to apply.*

*If you require reasonable accommodation in completing an application, interviewing, completing any pre-employment screening, or otherwise participating in the employee selection process, please direct your inquiries to our Human Resources Manager at [careers@nclc.org](mailto:careers@nclc.org)*