



JOB POSTING

Chief Publishing Officer

Boston, MA

OVERVIEW

The National Consumer Law Center (NCLC) www.nclc.org is the country's preeminent advocate for low-income consumers and the country's leading authority in consumer financial protection law. Throughout its history, NCLC has championed economic justice for low-income and historically marginalized communities, with a deep commitment to advancing racial justice. NCLC's comprehensive and authoritative treatises, books, and special guides, distributed in print and digitally, are core to its mission. Through them, NCLC makes available key resources for legal aid and private attorneys, lay consumer advocates, and policy makers, equipping practitioners with the tools needed to advance consumer rights and shaping judicial reasoning and policy conversations surrounding consumer protection law. The treatises, written by NCLC's advocates and experienced practitioners across the country, provide detailed legal analysis, litigation strategies, case law synthesis, and practical guidance across a wide range of consumer law topics.

Now the organization seeks a mission-driven, innovative **Chief Publishing Officer (CPO)** to evolve NCLC's publications program. The new **Chief Publishing Officer (CPO)** will build upon NCLC's existing publications program and proud history to tap new opportunities, new audiences and new delivery mechanisms to expand the reach and impact of NCLC content and to grow the current publications revenue stream.

The **Chief Publishing Officer (CPO)** is a key leader of the organization and a member of the senior management team. Under the direction of the Executive Director, the Chief Publishing Officer leads the strategic, operational, commercial, and organizational evolution of NCLC's publications program. The CPO leads an 8-person team and is accountable for the strategic direction of the \$2mm publishing program, the efficiency and quality of its operations, and the program's financial health. In addition, the CPO is responsible for fostering key working relationships with staff at NCLC, including particularly the Chief Advocacy Officer who leads the work of NCLC's advocates, the core authors of NCLC's flagship treatises. The CPO will also foster

key relationships with select outside partners. The position is based in Boston, with 3 days a week in office required. Relocation assistance is available.

RESPONSIBILITIES

Publishing Strategy and Market Development

- Lead the development and implementation of a market-informed publishing strategy.
- Translate ideas for new treatises, modularized content, digital offerings, institutional products, licensing opportunities, or other publication initiatives into a prioritized publishing roadmap.
- Lead a regular assessment of current and potential audience for NCLC publications; evaluate and implement potential growth opportunities.
- Partner effectively with NCLC's Chief Advocacy Officer to ensure publishing strategy reflects both market demand and NCLC's legal and advocacy priorities.

Publishing Operations, Infrastructure, and Vendor Management

- Set the strategic direction for modernization efforts intended to improve publishing efficiency, reliability, customer experience, and cost-effectiveness.
- Partner with publishing managers to manage NCLC's publishing platform, production workflows, staffing model, and content delivery infrastructure.
- Develop and implement clear criteria for vendor evaluation.
- Partner with Operations & IT to leverage organizational technical expertise to support the functional needs of the publications program while aligning with broader organizational infrastructure, security, and operational priorities.

Revenue, Pricing, and Institutional Growth

- Develop and implement institutional sales, renewal, retention, and relationship-development strategies, including library sales, organizational subscriptions, and other enterprise or partnership opportunities.
- Establish and maintain mechanisms for understanding customer acquisition, retention, churn, usage, willingness to pay, and revenue performance.
- Develop and implement pricing strategies that balance NCLC's access-oriented mission with the need for sustainable publication revenue, including customer segmentation approaches.
- Build and nurture structures that foster working relationships between Publications, Communications, Development, and Finance to align publications revenue strategy with broader organizational goals.
- Partner with Communications and Development to identify opportunities where publications relationships can support broader institutional engagement, and where donor or partner relationships may create appropriate opportunities to expand publications reach, subscriptions, licensing, or institutional sales.

Leadership and change management

- Build effective working relationships across senior leadership; keep the senior leadership team apprised of publications operations.

- Work collaboratively with the Chief Advocacy Officer to manage content priorities, author capacity, and new publishing opportunities; ensure that ideas and field insights from NCLC's Advocacy staff are consistently surfaced, evaluated, and translated into the publications roadmap.
- Lead operational, commercial, and strategic change in a way that is transparent, mission-aligned, and appropriately paced for a nonprofit organization.
- Lead the Publishing staff in translating the publishing roadmap into clear departmental priorities, workplans, and execution plans.
- Mentor and develop Publishing staff in publishing operations, market awareness, customer insight, marketing, revenue strategy, vendor management, and broader professional publishing practices. Identify capability gaps across the Publishing staff and recommend professional development, role changes, external support, or additional staffing where needed. Build a culture of publishing professionalism that combines NCLC's institutional knowledge and mission commitment with exposure to broader industry standards and practices.
- Integrate the Publishing staff into broader organizational planning, decision-making, and execution. Work with Publishing managers to ensure these structures are consistently used in practice, including clear expectations for cross-functional communication, shared planning, issue escalation, and coordination.

Supervision of Staff

- Supervise a team of 8 including two direct reports: Director of Editorial & Production, and the Publishing Operations Manager.
- Meet with direct and indirect reports regularly.
- Ensure staff adherence to organization policies and procedures.
- Hire and train new employees as needed.
- Set goals for staff performance and deadlines; provide constructive feedback and coaching as appropriate.
- Complete work reviews in a timely manner.
- Approve timekeeping, time off requests, and other administrative supervisory tasks as needed.

Serve on the Senior Management Team

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

QUALIFICATIONS

- At least 10 years of experience in professional or scholarly publishing, with 5+ years in a senior publishing leadership role.

- Legal publishing experience preferred.
- Bachelor's degree required, Master's degree preferred.
- Experience leading a publishing portfolio or program of at least \$2M in annual revenue, ideally with oversight of publishing development, operations, and sales.
- Outstanding interpersonal and communication skills.
- Experience developing and executing publishing strategies for a portfolio of publications (journals or books).
- Experience managing publishing operations leaders and advancing modernization initiatives in publishing workflows, platforms, or content delivery infrastructure.
- Experience identifying, evaluating, negotiating with, and managing publishing vendors and service providers.
- Experience using customer research, market scans, usage data, sales data, competitive analysis, or direct customer engagement to inform publishing strategy.
- Experience developing or overseeing pricing strategy for subscription publishing products with institutional customers. Candidate should understand customer segmentation, willingness to pay, renewal dynamics, access considerations, and revenue sustainability. A background selling to law firms and/or legal libraries is a plus.
- Experience evaluating ecommerce tools and developing a strategy for implementation and usage.
- Familiarity with Drupal or other content management systems
- Experience managing the financial performance of a publishing program or major business unit and articulating strategic initiatives in terms of budgetary performance.
- Experience working directly with senior executives or organizational leadership with the ability to manage “up” and “across” the organization.
- Experience managing senior staff, department heads, or specialized functional leaders strongly preferred.
- Excellent written and verbal communication skills.
- Demonstrated experience leading change without destabilizing core operations, ideally in an environment with a large cohort of long-tenured staff.
- A demonstrated commitment to advocating for equity for low-income and other economically disadvantaged people, including Black, Indigenous, and people of color.
- Ability to work independently and collaboratively.
- Ability to travel 3-6 times per year.

Salary and benefits: NCLC pays on a competitive salary scale, commensurate with years of experience. The anticipated starting range for the Chief Publishing Officer role is \$180,000–\$210,000 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 contribution after 1 year of service, and generous paid time off, including holidays, sick time, personal time, paid parental and family leave, and 4 weeks of vacation per year.

NOTE: NCLC has exclusively retained Jack Farrell & Associates (www.jackfarrell.com) to find the winning candidate for this important hire. Interested candidates should provide a resume and 2-page cover letter by email to John Hartnett (john@jackfarrell.com). The letter should address 1) why am I interested?; 2) how am I qualified?; 3) what is my vision for the NCLC publishing program going forward? Thank you. JO 202607033

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.