National Consumer Law Center
Fighting Together for Economic Justice

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NCLC.ORG

Advocacy Research & Operations Associate

The National Consumer Law Center® (NCLC) is seeking an **Advocacy Research & Operations Associate** to join our experienced Operations team based at NCLC's national headquarters in Boston, MA. The Advocacy Research & Operations Associate provides key administrative and research 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.

KEY RESPONSIBILITIES:

- **Research, data and advocacy support**
  - Complete research and data analysis projects to support NCLC's advocacy efforts
  - Conduct factual, investigative, and legal research utilizing a variety of resources, databases and tools
  - Provide litigation assistance, as needed, such as organizing electronic case files, reviewing documents, and assisting with court related administrative tasks
  - Extract raw data and transform into reliable and user-friendly formats
  - Create new datasets and visualize and analyze data from existing datasets
  - Create data maps, pivot tables, graphs, charts, and infographics

- **Operational and administrative support**
  - Create, organize and manage folders, files and repository records
  - Optimize document workflows
  - Organize coalition meetings and maintain advocacy teams' calendars
  - Provide proofreading and formatting support for external submissions like court filings, letters and comments
  - Assist with document formatting and proof-reading including use of Google Suite, Adobe, and MS Office
  - Assist with conferences, webinars and/or meetings logistics

- Support the implementation of new digital tools and program applications

QUALIFICATIONS:

- Bachelor's degree strongly preferred; equivalent combination of education and experience considered
- At least one year of relevant professional experience
- Excellent written and verbal communication skills
- Familiarity with legal and/or policy research and/or experience supporting legal professionals
- Strong analytical skills
- Advanced experience and knowledge of Google Workspace and Adobe applications
- General experience with HTML and CMS preferred
- Ability to create infographics and charts
- Reliable, accurate, self-motivated, detail-oriented with strong organizational skills
- Demonstrated ability to work simultaneously on multiple projects and manage tasks on deadline
- Natural problem solver
- Ability, experience and willingness to quickly assume more complex projects
- Demonstrated commitment to working on behalf of disadvantaged individuals and communities
- Ability to work independently and collaboratively

To apply, email your resume and cover letter to careers@nclc.org, Subject Line: Advocacy Research & Operations Associate **And complete the online employment application: https://forms.gle/9toW5xHZV61nyPNw5**
While applications will be considered on a rolling basis, priority consideration will be given to applicants who apply by December 6th, 2026.

Salary and benefits: $55,000-$62,000 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