

RESEARCH DIRECTOR

COMPENSATION: Based on experience

FLSA: Exempt

LOCATION: Boston, MA

CONTACT: jobs@naca.com or 617-250-6222 ext.1221

BENEFITS: Comprehensive package: single/family health, vision, dental, 401(k) and more

WEBSITE: www.naca.com

NACA

NACA is the country's preeminent non-profit homeownership and advocacy organization with over two million Members through over forty-five offices nationwide. Over the past thirty years NACA has established a track record that has earned both the respect and fear from others in the lending industry. NACA stands out in the following areas: 1) It is the most effective organization in the country in providing affordable homeownership; 2) It is the place to work to fight for economic justice for those dedicated and willing to work hard; and 3) It provides unprecedented opportunities for staff to do well financially by doing good.

Started in 1988, NACA has won campaigns against some of the country's most powerful companies and individuals that engaged in predatory and discriminatory lending. NACA's success is a result of its aggressive, confrontational advocacy and state-of-the-art systems and operations. The purchase program provides comprehensive counseling as HUD's largest housing counseling agency (through its Neighborhood Stabilization Corporation subsidiary) with access to NACA's Best in America mortgage: no down payment, no closing costs, no requirement for perfect credit and always at a below-market, fixed interest rate. NACA has over \$15 billion in mortgage commitments from the country's largest lenders to support this program. Through its HomeSave program for homeowners with an unaffordable mortgage, NACA is also the most effective in providing affordable solutions and has done so for over 250,000 at-risk homeowners nationwide.

Built on this track record of success, NACA is undertaking rapid expansion across the country with the hiring of many additional staff nationwide. NACA continues its aggressive advocacy in fighting for economic justice for low-to-moderate income people and communities. In addition to affordable homeownership, NACA takes on economic justice issues such as student debt, tax equity, income inequality, environmental and other issues. Employees at NACA have a tremendous impact on the communities and the Members they serve. For more information about NACA, its history and programs, visit www.naca.com.

RESEARCH DIRECTOR

NACA seeks to hire an experienced and creative National Research Director to significantly expand NACA's research capability in support of its advocacy efforts. NACA has a rich history of affecting transformative change in homeownership and ethical and just bank lending practices through advocacy and direct action. The research targets both local and national issues. The Research Director will help build on NACA's record of success to drive progressive changes on issues of economic justice. By identifying and uncovering information that will help mobilize communities across the country, research efforts are crucial for NACA's success. Research supports NACA's community organizers, communications staff, members, supporters, and others.

NACA's campaigns and advocacy efforts involve extensive research, targeted litigation, regulatory advocacy, legislative and ballot initiatives, and demonstrations and actions directed against individuals, corporations, and government entities that are on the wrong side of fair lending and economic justice issues. NACA's advocacy approach is based on confrontational, aggressive direct action to confront the CEOs and decision makers where they live and socialize. Timely, effective research is crucial to the success of these campaigns, by providing the factual "ammunition" for effective advocacy. Strong research has positioned NACA as a go-to source for media and others wanting credible, accurate information on companies, individuals, and issues.

Led by the Director, the Research team will generate information and data on corporations, industry, government entities, and individuals. It will focus on in-depth, tactical research to be used directly and immediately in exposés and campaigns, rather than research papers and studies. Much of the research will involve detailed investigations of individuals, including corporate executives, politicians, and others who make decisions that personally impact our Members and the lives of working people. The department will also conduct background research into legal and regulatory issues, legislation, and other business and governmental subjects.

JOB RESPONSIBILITIES:

The Research Director will be based in Boston, report to NACA's CEO, and join NACA's growing senior leadership team to craft national campaign and advocacy strategies and priorities. The Research team will support NACA's community organizers, communications staff, members, supporters, and others with ongoing research that supports local and national issues. While building the department, the Director will play a hands-on role serving as a lead researcher.

- **Set research strategy in partnership with the CEO and implement all research-related projects.** Identify critical aspects of campaigns and research needs. Identify, obtain, and use all available resources to conduct thorough research of campaign issues, individuals, companies, etc. Establish systems for capturing and managing research and investigative data. Work with organizers, staff, community leaders and other organizations to develop information. Oversee polling, focus group studies, and public opinion research. Contact persons, borrowers, companies and others to execute investigations. Balance strategic goals and ad hoc projects.
- **Recruit and lead a highly talented research team.** Manage research staff to ambitious goals. Train and mentor research staff members and provide guidance and support to other teams for their research needs.
- **Support strategy development.** Provide thoughtful, proactive leadership from the research perspective to high-level strategy development. Work with the NACA management team to develop effective and successful ballot initiatives. Organize and assist in advocacy campaigns as necessary.

TIME DEMANDS:

The Research Director must be able to meet the demands of the job that consists of 50+ hours a week. This is a very demanding leadership position requiring tremendous dedication and the willingness and ability to work long hours including evenings and weekends. Some national travel is expected.

COMPENSATION:

This is an exempt position with salary based on experience, skills, degrees and certifications. The candidate's performance evaluation and future compensation is largely based on meeting the Job Responsibilities, Competencies and Skills stated herein.

JOB QUALIFICATIONS

NACA seeks leaders with a positive and open attitude, a strong work ethic and relentless commitment to success with attention to detail and ability to meet aggressive deadlines and ambitious goals. S/he is expected to have a high level of core competencies and skills included in one's personal characteristics and professional experiences in the following areas: communication, organizational skills, professional skills, professionalism, customer service, time management, positive leadership, computer skills and being mission-driven. The **Core Competencies & Skills** are described in detail at www.naca.com.

EDUCATION & CERTIFICATIONS:

- Bachelor's degree – Required.
- Graduate Degree – Preferred.
- Certifications, training, and licenses that demonstrate important knowledge and credentials - Preferred.

EXPERIENCE & SKILLS:

The ideal candidate will be an experienced leader in the field of corporate campaign research, investigations, and/or financial analysis and will have a proven record of using strategic research for accomplishing campaign objectives and targeting solutions. S/he will excel at leading and managing a high performing research staff to ambitious goals and will be a skilled communicator with strong interpersonal skills and the ability to operate in a high pressure, fast-paced, shifting environment. A personal and professional commitment to social and economic justice, strong work ethic, relentless pursuit of success, and comfort pushing forward in ambiguous and uncertain situations are essential.

Specific requirements include:

- Seven (7+) years of research experience, including: significant experience successfully managing significant research operations.
- Four (4+) years of supervisory and recruiting experience.
- Experience in the field of corporate campaign research, investigations and/or financial analysis.
- Background in mortgage industry and/or non-profit helpful, but not required.
- A successful record of conducting and managing strategic research, investigations and/or financial analysis. Experience using strategic research for accomplishing campaign objectives and targeting solutions to problems with a proven ability to create strategic research products that are concise, targeted, and bold.
- Demonstrated experience managing research staff to ambitious goals with a keen eye for accuracy, detail, and facts. Experience building and training a coordinated and aligned research team.
- Understanding of print, broadcast, and online media and the intersection between research, media, and policy.
- Demonstrable focus, resilience, and the problem-solving skill to develop solutions under challenging circumstances. The judgment, maturity, and savvy to manage up and down

effectively, working and delegating in order to meet aggressive deadlines and ambitious goals in a fast-paced environment.

- Impeccable writing, presentation and oral communication skills, as well as an ability to synthesize and translate complicated information into clear, compelling language.
- Ability to think critically, make decisions, and justify recommendations based on data and analysis. Willingness to think entrepreneurially and creatively.
- Ability to write and speak languages other than English, particularly Spanish, is a plus.

APPLICATION PROCESS

Applicants must complete the application at www.naca.com.

NACA is an equal opportunity employer. Minority and bilingual individuals, particularly those who speak and write in Spanish, as well as second change applicants are strongly encouraged to apply. To follow-up and for inquiries regarding this and other positions contact NACA's HR Department at jobs@naca.com or call 617-250-6222 ext.1221.

This job description is solely for descriptive purposes with NACA reserving the right to make unilateral changes to this job description including the compensation for all staff or on an individual basis. NACA may also change the compensation during campaigns, activities and events at its discretion. This does not constitute a contract for employment. Nothing herein shall limit NACA in its sole discretion from terminating a Counselor for any reason or no reason with employment on an "at-will" basis.