



**Job Description: Massachusetts Access to Council Initiative (MACI)
Salesforce Manager**

Position Summary:

The MACI Salesforce Manager will oversee program-wide data collection, case management reporting, and evaluation, with a particular focus on leveraging Salesforce to meet MACI's reporting requirements.

The MACI program is a statewide program designed to expand access to high-quality immigration legal representation for newly arrived and vulnerable immigrant populations. Through a network of community-based legal service providers, MACI will ensure equitable access to justice by providing direct representation, coordinated referrals, training, and legal oversight.

This position is a part time position and reports to the MACI Program Director.

Job type: Part-Time, 30-32 hours per week

Work Schedule: A flexible hybrid schedule with a combination of on-site and at-home work.

Salary range: \$33-\$36 per hour

Location: Boston, Massachusetts

Apply: hrrecruiting@miracoalition.org

PRINCIPAL DUTIES & RESPONSIBILITIES:

- Maintain our centralized intake and referral database in Salesforce, ensuring accuracy and confidentiality.
- Develop dashboards, reports, and data visualizations for ORI and internal stakeholders.
- Conduct program evaluation, analyzing outcomes such as case referrals, client demographics, and attorney caseloads.
- Generate monthly, quarterly, and annual reports in compliance with MACI contract requirements.
- Train staff and subcontractors on Salesforce usage and data protocols.

SKILLS AND EXPERIENCE:

- Bachelor's degree in a related field, or an equivalent combination of education and experience is preferred.
- Minimum 2-3 years' experience in Salesforce database administration is required, experience in program evaluation is strongly preferred.
- Experience working with nonprofit or legal service organizations.
- Strong skills in data analysis, evaluation frameworks, and compliance reporting.

- Ability to train non-technical staff in data entry and quality control.

Salary & Benefits: MIRA offers a competitive salary commensurate with experience, along with a comprehensive benefits package, including health insurance, retirement benefits, paid time off, and professional development opportunities for part time employees working more than 30 hours per week. For a commitment of 30-32 hours per week, the compensation range for this role is \$33-\$36 per hour. Depending on experience and weekly hours, the annual compensation ranges from \$51,000 to \$60,000.

To Apply: To apply, please submit your resume and cover letter to hrrecruiting@miracoalition.org with “Salesforce Manager” in the subject line.

People of color and individuals from immigrant backgrounds are strongly encouraged to apply. The MIRA Coalition is an equal opportunity employer. Candidates for employment will be considered without regard to race or ethnicity, gender, age, national origin, marital status, disability, or sexual orientation.

Organization Overview:

Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA) is the largest coalition in New England promoting the rights and inclusion of immigrants and refugees. With offices in Massachusetts and New Hampshire, we advance this mission through education and training, leadership development, institutional organizing, strategic communications, policy analysis and advocacy.

MIRA is a dynamic and multi-ethnic coalition with more than 140 organizational members, including grassroots community organizations; refugee resettlement agencies; providers of social, legal and health services, faith-based organizations and civil and human rights advocates. We organize and empower our members and allies, and together we mobilize immigrant communities to advocate for themselves, and amplify and support their voices. MIRA is a respected leader on immigrant issues at the state and national levels, and an authoritative source of information and policy analysis for policymakers, advocates, immigrant communities and the media.