

About Neighborhood Trust

Neighborhood Trust is a national nonprofit social enterprise and marketplace innovator creating solutions to better meet the financial needs of low wage workers. Our solutions are designed to create high-impact, systemic change by directly serving both individuals and institutions. We help workers eliminate and avoid debt, which enables them to build savings, escape the vicious cycle of living paycheck to paycheck and assert control over their financial lives. For over 25 years, we've worked side by side with workers, collected vast data and qualitative insights about the financial challenges they face, and built strategic partnerships across the financial services ecosystem.

Our work is grounded in our understanding that our economy was founded on and has grown through racist policies and institutions, which have depleted the wealth and the economic mobility of people of color. Therefore, we serve our clients cognizant of the structural inequities that are their reality today and that live within their personal histories. This lens informs all our efforts, from our direct services to the way we share insights with peers, policymakers and the market.

Position Profile

Within Neighborhood Trust, the Sales Analyst & Coordinator will play a pivotal role in supporting the Business Development team's sales activities and optimizing sales processes. This hybrid role combines the responsibilities of a Sales Analyst and a Sales Coordinator to ensure effective data analysis and seamless coordination of sales operations, offering a unique opportunity to combine analytical thinking with hands-on customer coordination, contributing to the achievement of our sales goals and the growth of our business.

About You

You are an energetic and detail-oriented individual looking for a challenging and rewarding role. You have experience leveraging CRM software platforms such as Salesforce to support sales reporting, trend analysis, and forecasting. You understand the importance of underlying sales processes that support the entire sales pipeline from presale through renewal activity. While drawn to data analysis and processes, you also enjoy customer-facing activities to improve their overall experience with your organization. You recognize how revenue generation contributes to the social impact of a mission-driven organization.

Definition of Success:

- Develops and executes meaningful, well-informed data analytics leveraging CRM software for complete sales pipeline reporting and analysis, from presale through renewals
- Creates and maintains sales operational processes that allow for data capture as well as efficient and positive customer experiences
- Improves Request for Proposal (RFP) process from prospect vetting through contracting, including interacting with customers
- Collaborates with marketing on lead generation campaigns

Your Responsibilities:

- Collecting and organizing sales data from various sources, including CRM software, spreadsheets, and other tools
- Collaborating with Data and Analytics team to optimize utilization of CRM software to maintain accurate customer records and track interactions
- Conducting in-depth analysis of sales data, trends, and performance metrics
- Establishing and generating reports, dashboards, and presentations to communicate actionable insights to drive sales strategies and decision-making
- Assisting in forecasting sales goals and tracking progress toward achieving targets
- Creating streamlined sales operational processes while collaborating closely with the Sales and Account Management team
- Supporting Sales Representatives in customer contracting and customer information in the CRM software
- Addressing inquiries and providing information to prospective customers and potential partners
- Collecting and analyzing market data to create benchmark information
- Assisting in ad-hoc projects related to sales performance and revenue growth

What You Bring:

- Alignment with [core organizational values](#)
- Proficiency in CRM software
- Proven experience in sales analysis, data interpretation, and market research
- Sales pipeline operational experience, from lead generation to inforce customer management
- Detail-oriented, analytical mindset with the ability to derive insights from data
- Excellent communication skills, with the ability to present complex data in a clear and understandable manner
- Exceptional time management skills and the ability to multitask effectively
- Ability to work effectively in a team and independently
- A proactive attitude with a focus on problem-solving

Position Details:

- Status: Full-time, exempt
- Reports to: VP of Business Development
- Location: While travel to our headquarters in New York City may be required twice a year for team-building, this position can be performed remotely and candidates located anywhere in the U.S. are encouraged to apply.

Compensation and Benefits Package:

- Annual salary: \$70,000–\$85,000
- 100% employer-paid medical, dental and vision premiums for employees (savings of \$6K–\$10K per year)
- Eligible for 401(k) participation immediately, with up to a \$1K per year in employer match, vested immediately
- 12 weeks paid family leave for full-time employees, with schedule flexibility upon return to work for eligible employees
- Generous paid time off per year—12 paid holidays, 15 vacation days (grows with tenure), 6 personal/sick leave days, 1 civic engagement day
- Access to Health Flexible Spending Account, Dependent Care Flexible Spending Account, Life Insurance, and long-term and short-term disability plans

To Apply:

We are committed to building a diverse and inclusive workplace that reflects the diversity of our clients. We especially seek applicants with lived experiences of financial hardship or systemic exclusion. Staff from all backgrounds can contribute meaningfully to our mission, and we recognize that those who come from the communities we serve have a uniquely powerful perspective.

Please send your resume to hr@neighborhoodtrust.org with the subject line “Sales Analyst & Coordinator”.

Neighborhood Trust is an equal opportunity employer and we are committed to equal employment opportunity in all decisions related to employment, promotion, wages, benefits and all other privileges, terms and conditions of employment.