



Job Description

Job Title: Discovery Officer

Department: Development

Name of Incumbent: n/a

Reports to: Director of Discovery

Scheduled Hours (Hours per Week)	Employment FTE Cycle (Weeks per Year)	Grade	Job Profile	FLSA Status	Date Approved by HR
37.5	1 FTE- 52	10(S)	Giving Officer I, College Relations & Alum Association	X Exempt ☐ Non-Exempt	
Supervisor Completes Human Resources Completes					

I. PRIMARY RESPONSIBILITIES:

Mount Holyoke seeks a Discovery Officer, a new and pivotal frontline fundraising position on Mount Holyoke's Development team. We are seeking a skilled communicator and relationship builder. In this role, you will manage a dynamic portfolio of approximately 500 alums and constituents, with a focus on graduates of the last 25 years. You will leverage email, phone, text, social media, and video to deliver highly personalized outreach that deepens engagement and increases giving. A core function of this role is managing discovery workflows to uncover new prospects and strengthen the College's major gift pipeline.

Reporting to and working closely with the Director of Discovery, the Discovery Officer must thrive in a fast paced environment, be comfortable soliciting gifts, and demonstrate independence and motivation to meet goals. The ideal candidate will possess outstanding communication skills, passion for Mount Holyoke's mission, and a steadfast commitment to inclusive fundraising practices.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Actively manage a portfolio of approximately 500 prospects, focusing on alums from the last 25 years, with consistent and personalized outreach.
- Implement customized engagement strategies to increase donor participation, retention, and giving.
- Manage outreach to identify and qualify new major gift prospects supporting pipeline development.
- Execute clearly defined goals with an emphasis on securing virtual meetings with prospective donors and increasing giving.
- Develop an in-depth understanding of Mount Holyoke's priorities, opportunities, and the MHC Forward Strategic Plan to inform meaningful donor conversations.
- Collaborate across the entire College Relations team to ensure a donor-centered experience.
- Track and monitor data to identify trends and opportunities for program evolution.

III. SKILLS / KNOWLEDGE / CERTIFICATIONS:

1. Required

- Bachelor's Degree
- 1-2 years experience of managing relationships with donors, clients, or customers
- Exceptional interpersonal, written, and verbal communication skills.
- Proven ability to manage a high volume of work in a fast-paced environment.
- Strong customer service orientation with the ability to work diplomatically with a wide range of internal and external partners
- High ethical standards and discretion as this role requires working with confidential and sensitive information.

2. Preferred

- Experience with a CRM or donor database
- Experience in fundraising, nonprofit organizations, or volunteer management.

IV. SUPERVISION:

Reports to the Director of Discovery.

V. PHYSICAL / MENTAL / WORK ENVIRONMENT DEMANDS:

- Sedentary work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time.
- Talking: Expressing or exchanging ideas by means of the spoken word.
- Sufficient clarity of speech required to discern verbal instructions and communicate effectively in person and by telephone.
- The employee is required to have close visual acuity to perform activities such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and extensive reading.
- Employees operate office equipment and computers to perform essential duties and responsibilities.

DISCLAIMER:

This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at any time at the discretion of the Employer.