

Location: Hybrid – Minneapolis-St Paul Metro Area, with regular in-office work required (office is located in St Paul)

Application Deadline: Open until filled

Anticipated Start Date: May 2026

Position Summary: The Customer Service Specialist serves as a frontline ambassador for Pheasants Forever and Quail Forever, delivering high-quality service to members, donors, chapter volunteers, and supporters. This role is responsible for responding to inbound phone and email inquiries, resolving membership-related issues, and ensuring accurate, timely updates within the organization's CRM system.

This position plays a key role in creating a positive and consistent member experience by providing clear communication, accurate support, and dependable follow-through while supporting the day-to-day operations of the Membership & Annual Giving team.

Primary Responsibilities:

Customer Service & Member Support

- Provide timely, professional support via phone and email to members, donors, supporters, chapter volunteers, and internal partners.
- Respond to member and donor inquiries, including profile updates, order issues, AutoPay questions, cancellations, and account support.
- Support AutoPay and other recurring giving programs by processing payment updates and renewals and resolving related issues.
- Conduct outbound follow-up as needed to resolve inquiries, benefit questions, and fulfillment issues.

Systems & Data Support

- Maintain accurate member and donor records in Microsoft Dynamics 365 (CRM) system to ensure data integrity and continuity of service.
- Use CRM and other tools to research and resolve requests and document outcomes.
- Identify recurring service trends and share feedback with supervisors to support process improvements and workflow updates.

Fulfillment & Operational Support

- Follow established workflows and use templates and knowledge resources to deliver consistent service and reduce rework.
- Support the Membership & Annual Giving team with periodic operational tasks and special projects as assigned.
- Resolve Elite and other premium membership benefit or fulfillment needs by providing status updates, coordinating with internal teams or vendors, and closing items promptly.

Events & Organizational Support

- Provide customer service support at select national events, including staffing membership booths and assisting event attendees as needed.
- Provide additional coverage during peak periods (e.g., campaigns, website changes, seasonal volume) to maintain service levels and response times.
- Collaborate with team members and internal partners to support department priorities and organizational initiatives.

Required Qualifications:

- High school diploma or equivalent required; post-secondary coursework or degree preferred.
- Minimum of 3 years of experience in customer service, member services, call center, or support-related role.
- Strong communication skills with the ability to engage with diverse audiences.
- Comfort working with databases or CRM systems and ability to learn new tools and processes quickly.
- Strong attention to detail, organization, and follow-through.
- Ability to manage multiple tasks and maintain service quality in a fast-paced environment.

Preferred Qualifications:

- Interest in conservation, wildlife, or mission-driven organizations.
- Experience working in a nonprofit, membership-based, or customer-facing organization.
- Familiarity with Microsoft Dynamics 365 CRM systems or comparable system

Salary: Salary range of \$45,000-\$55,000 + benefits (see our benefits summary at www.pheasantsforever.org/jobs). Commensurate with qualifications and experience.

To Apply: Please combine a cover letter, resume, and three (3) references into a single Word document or PDF before uploading as part of your application on our recruitment website.

[Apply Here](#)