SUMMARY: The Conservation Specialist is a primary contact providing customer service and technical assistance to seed customers and seed partners (conservation districts, agencies, chapters) on a daily basis. They also work directly with seed suppliers building mixes, developing custom quotes and ensuring product delivery. They are responsible for ensuring that customers have the highest degree of satisfaction from order through fulfillment.

ESSENTIAL DUTIES AND RESPONSIBILITIES: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Other duties or tasks may be assigned as required. Management may modify, change or add to the duties of this description at any time without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The essential duties and responsibilities include the following:

- **Seed mix development**
  - Standard mixes - design mixes which meet/exceed appropriate state/federal/local/PF standards and specifications for standardized programmatic and state mixes in assigned states/areas
  - Custom mixes - work with individual cooperators/staff/partners/suppliers to develop customized seed mixes which meet a customer’s needs

- **Technical Assistance**
  - Conservation Mixes – be an expert in state seed requirements in many states and be able to design appropriate mixes. Provide guidance on site prep, seeding and management for conservation mixes across multiple habitats.
  - Signature Series Food Plot Mixes – direct customers to appropriate food plot blends for their needs; provide guidance on site prep, seeding and management of wildlife food plots.
  - Dated seed program – collect pre-orders from chapters and partners, confirm and secure regional drop points, manage and communicate product deliveries and address concerns from customers and drop points.
  - Installation recommendations for all products

- **Development of Marketing materials**
  - Assist in the development of state seed booklets
  - Provide information for inclusion in marketing materials
  - Work directly with PF marketing team / 3rd party marketing group on development of marketing materials
  - Coordinate social media advertising – seed Facebook page

- **Manage seed program partnerships**
  - Partners include chapters, conservation districts, state agencies, federal agencies, contractors
  - Secure new and develop existing partners
  - Assist partners with orders, shipments, documentation, questions and concerns as needed
  - Provide partner trainings for online portal
- Provide partners with program materials (customized invoices, seed booklets, marketing materials) and training as needed for local program delivery

- **Order fulfillment / Customer Service Representative**
  - Receive and process direct orders (phone) through the online portal
  - Track shipments as requested and arrange expedited shipment when needed
  - Provide customer requested documentation
  - Ensure timely processing and delivery of orders by partners
  - Answer product questions
  - Address potential concerns

- **Coordinate agency seed bids**
  - Identify bid opportunities
  - Coordinate with appropriate state staff on mix development and availability
  - Negotiate with seed suppliers on bid product cost
  - Coordinate with bidding agency on bid packet development
  - Ensure Pheasants Forever meets any bid restrictions
  - Manage and report as required by bidding agency

**SECONDARY DUTIES AND RESPONSIBILITIES:** To perform this job successfully, an individual should be able to perform each secondary duty satisfactorily. Other duties or tasks may be assigned as required. Management may modify, change or add to the duties of this description at any time without notice. The secondary duties and responsibilities include the following:

- Understand applicable tax statutes to seed sales in various states
- Work with shipping and printing companies for marketing materials
- Understand all program products
- Site assessment and field identification of products and species

**SUPERVISORY RELATIONSHIPS:** To perform this position successfully, an individual must be able to work within the following supervisory relationships:

- Communicate regularly with the Director of Field Operations – Seed Program and provide information on any challenges or opportunities encountered
- Communicate regularly with the other seed team members to provide information on custom quotes and customer interactions
- Regular tasks should be completed on time with little direct supervision
- Be integrated in the Seed Team
- Interact professionally with other departments within the organization

**Education and/or Experience Requirements:**

- Four-year degree in a wildlife, natural resources or agricultural field
- A minimum of 5 years of experience providing natural resources technical assistance working with private landowners
- Demonstrated ability to work independently

**Other requirements:**

- Strong interpersonal skills
- Exceptional customer service skills
- Good writing abilities
- Demonstrated understanding of accounting (revenues and expenses)
- Experience working within budgets
- Demonstrated success making informed decisions that provide long term customer satisfaction without sacrificing program profitability
- Ability to find resolutions for complaints from difficult customers
- Thorough understanding of Excel including the ability to use and understand data in pivot tables
- Ability to honor confidentiality
• Ability to lift and move 50 lbs

**Location:** Work from a home office (location open to anywhere in the U.S.). Overnight travel for conferences, national team and other staff meetings, Pheasant Fest, trade shows and other partner events; 5% travel annually.

**Starting Salary:** Dependent upon qualifications and experience, plus health benefits and retirement package

**To Apply:** Visit our website at: [www.pheasantsforever.org/jobs](http://www.pheasantsforever.org/jobs). ONLY ONLINE APPLICATIONS WILL BE ACCEPTED. Please combine your cover letter (explaining why you would be a good fit for this position), resume and 3 references into 1 Word document or PDF file on the Recruitment website.

For any questions, please contact Aaron Kuehl, Director of Seed Programs at akuehl@pheasantsforever.org or 217-341-7171.

*Pheasants Forever & Quail Forever are an EEO Employer/Vet/Disabled*