

## **R. L. Deppmann Company**

**Job Title:** Inside Service Technician

**Reports To:** Warehouse Supervisor

### **About Deppmann:**

Our company focuses on helping people make better decisions. We are a company that is responsive to our customers and understands how our products work and interact in hydronic and plumbing systems. Our company culture is shaped by our Core Values: Knowledge, Responsiveness & Empowerment. We use these values to provide the best customer experience possible. Join the Deppmann team and experience the difference.

### **Who We Are Looking For:**

The responsibilities consist of working on pump repairs daily and growing our pump repair business. The job would start by learning to assemble and repair pumps in our shop in Novi, MI. This position would continue to grow into troubleshooting and system knowledge. The right candidate will provide great responsive service to our customers and develop relationships with them. This individual will take the lead on our expansion efforts with internal direction and bring new ideas on how to expand our pump repair business.

In addition, other job duties include:

- Developing a basic understanding of the products we sell
- Ordering & stocking shop supplies and parts
- Maintaining a clean and safe shop
- Handling shop phone calls
- Advising purchasing agent of component shortages
- Helping customers with repair status
- Being a backup to our warehouse staff, including the staffing of our walk-in parts counter

The basic skills required are:

- Basic Experience in Microsoft Office
- Ability to understand business systems
- A strong mechanical ability & able to run shop equipment safely
- Ability to lift 75-pound boxes
- A strong desire to learn and succeed
- Great people skills

If you have these skills and the desire to join our successful team, please send your resume to the R.L. Deppmann Human Resource Department at [jobs@deppmann.com](mailto:jobs@deppmann.com)