

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

**Job Title:** Inside Service Technician

**Reports To:** Warehouse Supervisor

**Location:** Onsite in Novi, MI

### **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:**

We are looking for an individual with hands on mechanical experience that puts the customer first. This candidate's main duties will focus on scheduling, managing production orders, assembling, and repairing pumps in our Inside Service area in Novi, MI. Are you an individual with hydronic industry experience looking to move from an on the road position to an onsite role with no travel? This position will continue to grow their troubleshooting and system knowledge. The right candidate will provide great responsive service to our customers and develop relationships with them.

### **Responsibilities:**

- Schedule & manage production order for in house pump building
- Assemble and repair hydronic pumps in house
- Develop a basic understanding of the products we sell
- Order & stock shop supplies and parts
- Maintain a clean and safe inside service area
- Handle inside service phone calls
- Advise purchasing agent of component shortages
- Help customers with repair status
- Assist our warehouse staff, including assisting at our walk-in parts counter

### **Requirements:**

- Minimum of 5 years hands on mechanical experience
- Basic experience in Microsoft Office
- Ability to understand business systems
- A strong mechanical ability & able to operate shop equipment safely
- Forklift operation
- Ability to lift 75-pound boxes
- Great people skills

If you have these skills and the desire to join our successful team, please send your resume to [careers@deppmann.com](mailto:careers@deppmann.com).