

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

**Job Title:** HVAC Customer Service Representative

**Reports To:** Customer Service Manager

### **About Deppmann:**

Our company focuses on helping people make better decisions. We are a company that is responsive to our customers and understanding how our products work and interact in Hydronic Systems. Our company culture is shaped by our Core Values: Knowledge, Responsiveness and Empowerment. RL Deppmann is in the business to sell HVAC, plumbing & industrial equipment in Michigan and Ohio. Join the Deppmann team that solves customer problems and empowers employees to make decisions.

### **Scope:**

RL Deppmann sells and supports our products through a number of customer channels. These include: Wholesalers, Service Contractors, Owners, and Contractors. Customer service is on the front line assisting our customers with their needs. A successful member of the team is personable, self-motivated, mechanically inclined, customer focused, experienced at managing multiple priorities simultaneously, strong team player and resourceful to solve problems.

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

We are looking for an individual that puts the customer first. A successful candidate will have knowledge of the hydronic industry, driven with a passion to exceed customers' expectations and enjoy troubleshooting and assisting customers over the phone. The right candidate will provide great responsiveness service to our customers.

### **Responsibilities:**

- Helping Customers and Internal Teams
  - Go beyond their expectations in all ways: response time, completeness of answers, fullness of information.
  - Process customer requests including orders, returns and order follow-ups.
  - Suggest options to customers including new products.
- Problem Solving
  - Identification of products/parts.
  - Troubleshooting issues with products.
  - Be the customer's expert on hydronic equipment.
- Knowledge
  - Participate in training opportunities for products, systems, customer service skills and sales skills.
  - Teach customers and fellow employees in areas of your expertise.

**Requirements:** Technical background in HVAC, Proficient Microsoft Office, Strong Desire to Learn and Succeed, Great People Skills, Detail Oriented, Committed to exceeding customers' expectations.

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