

R. L. Deppmann Company

Job Title: Field Technician Coordinator

Reports To: Start-up & Warranty Manager

Location: Grand Rapids, MI

Work Status: Full time, Hybrid position

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 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:

Field Technician Coordinator will interact with sales staff, field service technicians and outside contractors to facilitate start-up and warranty services to our customers while exceeding their expectations. Works as the liaison for R.L. Deppmann in a professional and responsive manner.

This position facilitates the operation and execution of our services at a work site or client location. Whether scheduling service technicians to visit clients for service or repairs or coordinating the efforts of multiple technicians and other outside contractors on a large construction project, a Field Service Coordinator makes sure the appropriate people, equipment and materials are on hand to complete the work on time and according to the customers' expectations.

Who We Are Looking For:

We are looking for an individual that is a strong communicator and highly organized with an outgoing personality. In this role you will be the primary point person for scheduling our startup & warranty services with external customers and internal Deppmann teams. This individual needs to be comfortable speaking directly to people via phone calls, in person and responding to emails. Your ability to bring a positive attitude into these situations will lead to your success in this position.

Strong Microsoft Office and general computer skills are a must as there is daily interaction with Office and various business systems. Strong desire to learn how our products work and interact.

Responsibilities include:

- **Scheduling & Coordination**
 - Schedule service technicians
 - Schedule outside partner contractors to perform services
 - Update service technicians' calendars within online schedule board

- Coordinate pre-start-up checklists
 - Prepare all material required for a service technician to complete a start-up, warranty or owners training
 - Ensure field technicians have proper parts if needed
- Reporting & Job Closures
 - Order entry of service items into business systems
 - Upon completion of service visit by technician, send service reports & final start-up forms to customer
 - Coordinate payment of invoices with outside partners
 - Maintain Work Orders & Open Order Report in business systems
 - Consistently review processes & procedures and suggest changes as needed
- Communication
 - Correspond and follow-up with other Deppmann Teams: Outside Sales, Estimation, Customer Service, Purchasing, Warehousing, as well as Outside Partner Contractors
 - Correspond with customers in a professional and timely manner
- Commitment to Ongoing Personal and Professional Growth
- Any other duties as assigned

Requirements:

This individual possesses strong computer skills (Outlook, Teams, Excel, Word, Adobe PDF), ability to multi-task and prioritize, is self-motivated with a strong desire to learn and take on responsibility. This person will also have strategic planning skills, be detail and deadline oriented, and is an exceptional communicator.

If you have these skills and desire to join our successful team, please submit your resume to RL Deppmann Human Resources at careers@deppmann.com.