

R. L. Deppmann Company

Job Title: HVAC Customer Service Representative

Reports To: Customer Service Manager

Location: Novi, MI, Grand Rapids, MI, Saginaw, MI or Brecksville, OH

Work Status: Full Time, Hybrid (2-3 days onsite after training period)

About RL Deppmann:

At the RL Deppmann Company, we focus on helping people make better decisions by providing expert guidance and responsive service. We specialize in HVAC, plumbing, and industrial equipment across Michigan and Northern Ohio with a deep understanding of how our products interact within hydronic systems. Our company culture is built on our Core Values: Knowledge, Responsiveness and Empowerment. We are committed to solving customer problems and empowering our employees to make impactful decisions.

Scope:

As an HVAC Customer Service Representative, you will be on the front lines supporting our customers across multiple channels including wholesalers, service contractors, owners, and mechanical contractors. This position is key in selling our products and delivering exceptional service, solving technical issues, and ensuring customer satisfaction.

Who We Are Looking For:

We are looking for someone who is personable, self-motivated, mechanically inclined, and thrives in a fast-paced environment. A successful candidate has knowledge of the hydronic industry, enjoys troubleshooting and working with customers via the telephone. If you enjoy problem-solving, multitasking, and being part of a team, this position is for you.

Key Responsibilities

Customer Support & Communication

- Provide prompt, thorough and professional responses to our customers.
- Process customer orders, returns and follow-up with accuracy and efficiency.
- Recommend product solutions and alternatives to meet customer needs.

Technical Problem Solving

- Identify products and parts based on customer descriptions or issues.
- Troubleshoot issues or equipment problems and offer effective solutions.
- Serve as a knowledgeable resource for hydronic equipment and systems.

Continuous Learning & Knowledge Sharing

- Participate in ongoing training to enhance product, systems and customer service knowledge.
- Share expertise with customers and team members to foster growth and collaboration.



Requirements:

Technical background in HVAC, Proficiency Microsoft Office, Strong desire to learn and grow professionally, Excellent interpersonal and communication skills, Detail-oriented with a commitment to exceed customer expectations.

If you are ready to join a successful Company and the Customer Service team, please send your resume to careers@deppmann.com.