



SUPPORT CENTER

OVERVIEW

FUNCTIONS

- Accounting & Finance
- IT & Facilities
- Inventory Management
- Marketing
- People & Culture
- Pricing & Analytics

SUMMARY

Helping others is at the heart of everything we do at the Support Center. Our mission is to deliver high-value services to our Areas, Stores, teammates, customers and suppliers – always with trust, transparency, and a strong connection to our Purpose, Mission, Vision, and Core Values. We call it the Support Center – not a home or corporate office – because our primary role is to serve the field, not manage it. We focus on providing Area and Store Managers with essential, shared business services and delivering them with excellence. While we’re a large company we strive to empower and collaborate with each location to run like its own local business. Our Support Center exists to enable their success. Our culture values autonomy, accountability, and smart decision-making – ideal for people who thrive in a fast-paced, entrepreneurial setting and want to share in the success they help create.



SUPPORT CENTER

SERVE | SUPPORT | SUCCEED

Our beautiful Support Center in Pewaukee, WI provides rewarding career opportunities for talented individuals in our shared services functions - including some of these featured roles.

Accounting & Finance

Accountant
Accounts Payable
Accounts Receivable
Credit & Collections
Warranty Specialist

IT & Facilities

IT Support Technician
Network Administrator
Facilities Management

Marketing Services

Product Managers
Marketing Services
Services & Solutions

Pricing & Business Analytics

Pricing Analyst
Supply Chain
Item Data Integrity

People & Culture

HR Generalist
L&D Specialist

WHY LARSON?

SUPPORT CENTER SERVE | SUPPORT | SUCCEED



HAYLEY F.
LOGISTICS CLAIMS COORDINATOR | PEWAUKEE, WI
EXTRAORDINARY SERVICE SINCE 1998

“What I appreciate most about working at Larson is the strong, collaborative culture and the incredible people I get to work with every day. The environment is positive and supportive, with opportunities for growth at every stage of your career. Our leadership genuinely encourages a healthy work/life balance and provides ongoing guidance and support. The most rewarding aspect of my role comes from helping both internal and external customers, while also collaborating with our suppliers to find effective solutions. One of the things that stands out is the exceptional level of knowledge sharing – team members are always willing to help one another, and that collective support truly makes a difference. What I enjoy most is the real-time problem-solving. Every day brings opportunities to learn, teach, and organize solutions in a fast-paced environment. It’s an ideal place for someone who thrives on collaboration and enjoys structured, dynamic work. I’m truly grateful to be part of such a purposeful and rewarding team.”



STEVE C.
SEGMENT PRODUCT MANAGER – RESIDENTIAL | PEWAUKEE, WI
EXTRAORDINARY SERVICE SINCE 2000

“I thrive in a dynamic Support Center role where no two days are the same - from collaborating with Sales Leaders to assisting a Territory Managers, advising dealers, preparing sales strategies, meeting with supplier reps, or helping our CSRs and Proposal Specialists. I enjoy the ability to work from home twice a week and flexing hours when needed to attend my daughter's activities. Continuing learning is strongly encouraged, with training opportunities to increase knowledge about our company, industry, products, and processes. The most rewarding part of my job is helping our residential dealers grow their business and increase their profitability. A Support Center position is perfect for someone who enjoys providing amazing customer experience to team members and customers.”

WHY LARSON?

SUPPORT CENTER SERVE | SUPPORT | SUCCEED



JOHN J.
IT SYSTEMS ADMINISTRATOR | PEWAUKEE, WI
EXTRAORDINARY SERVICE SINCE 2021

“What I like best about Larson is how our Core Values shine in everything we do. We have a strong focus on collaboration and having a great attitude and culture. I love that I’ve been able to work with some incredibly talented and passionate people who have helped me grow since I started here as an intern. I’m always learning, and working at Larson has allowed me to develop my skills, solve problems, and make an impact with creative and innovative solutions. The best part of my job is that every day brings new and unique challenges to solve, which support our business goals and empower our people. In IT we’re passionate about delivering outstanding service, both for our team members at our stores, and for the customers we do business with. Working here would be perfect for someone who loves delivering excellent service and is passionate about being part of a collaborative and motivated team. It’s an awesome place for anyone who loves to find ways to improve how we do things and takes pride in making a real and meaningful impact.”



RIKKI S.
DIRECTOR OF PRICING & BUSINESS ANALYTICS | PEWAUKEE, WI
EXTRAORDINARY SERVICE SINCE 2018

“What I like best about my job is the people... I’m lucky to work with a supportive, enthusiastic, and genuine group. They make even the tough days easier. Many companies talk about culture, but we live by our values. It’s who we are. Larson also provides many opportunities for growth and learning in our field. If you’re eager and willing to grow, the possibilities are truly endless. Even after seven years, I still find new chances to expand my knowledge, whether through peer-to-peer learning or vendor-provided education. Our industry is very close-knit, and the partnerships we’ve developed with vendors and customers make it feel like we’re all one family. If I could offer advice to someone considering a job at Larson, I’d say: Do it! Everyone here is so open, receptive, and willing to help. I didn’t come from the HVACR industry, and I never once felt like I didn’t belong. The people here are always willing to teach — you just have to engage.”



*Your pathway to learning, growth,
and career success begins here...*

READY TO IGNITE YOUR CAREER AND JOIN THE LARSON TEAM?

Click on the links below
to view our current openings

Gustave A. Larson
[MyPath Career Center](#)



Your future is calling you to Larson...
we look forward to meeting you!

