

Job Description

Customer Specific Project Manager

Department:	Customer Specific Projects (CSP)
Reports to:	Head of Product and Sales Support, Americas
Supervisory:	No
Position Type:	Full-time, Permanent
Vacant Position:	Yes
Position Category:	Non-Managerial
Salary Range:	\$75,000 - \$95,000 annually
Location:	Ottawa, ON

Team Purpose

Condair is a world leader in humidity control products focused on commercial, industrial, and residential applications. To fulfill our vision of creating healthier built environments and increased productivity, we supply products to a wide range of customers. Some of our customers operate in demanding industries with very specific needs and problems to solve.

Satisfying these customers often requires projects to adapt existing product solutions or even develop bespoke solutions for their applications. Successfully delivering these “Customer Specific Projects” (CSP) requires a coordinated effort between international internal teams at Condair and a clear focus on the customer.

Purpose of Role

Relying on strong project management skills and an effective leadership style, the Customer Specific Project Manager is directly accountable for the successful delivery of customer specific projects. Working alongside Sales, Technical Product Management, Application Engineering, CSP Engineering, Procurement, Operations, and Manufacturing across multiple locations, they support project acquisition and help shape solutions that address unique customer requirements. Their strong interpersonal skills directly support their frequent interaction and communication with customers. Once projects are underway, they provide leadership to cross-functional project teams, aligning stakeholders, coordinating resources, maintaining project specifications, managing schedules, identifying and mitigating risks, addressing change requests, and maintaining clear communication to ensure project objectives are achieved. They are accountable for delivering projects that satisfy customer requirements while balancing scope, schedule, cost, quality, and business objectives.

In addition to project execution, Customer Specific Project Managers drive continuous improvements to the CSP project delivery process by developing and documenting new best practices based on learnings from prior projects.

With a broad portfolio of products serving a diverse group of customers and industries around the world, this role offers a dynamic and varied work environment, rewarding challenges to overcome, and opportunities to lead highly visible projects that directly influence business growth, customer satisfaction, and product innovation.

Key Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty to a competent level. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ensure daily operations are conducted in accordance with:
 - Condair Vision, Mission, Values, and Leadership Principles
 - Professional Engineers Ontario [Code of Ethics](#)
 - Condair's [ISO 9001 Quality Assurance System](#)
 - [Employee Handbook Guidelines](#) and [Expense Claims Policy](#)
 - Condair [Project Management Handbook](#) and [Brand Guidelines](#)
- Project Acquisition
 - Work closely with Global Product Managers, Technical Product Managers, and Application Engineering to support Sales teams with project acquisition
 - Lead client and stakeholder discussions to understand and document functional, technical, regulatory, and commercial requirements
 - Conduct commercial and technical feasibility analysis
 - Support sales teams with project feasibility, delivery dates, expected costs, and business case development
 - Develop project scope, charters, requirement documents, and statements of work
- Project Management
 - Own the successful execution of Customer Specific Projects from inquiry through delivery in accordance with the CSP stage-gate project process.
 - Develop and maintain project plans, schedules, risk registers, change management records, and other project control documents.
 - Coordinate and track project deliverables across international Engineering, Strategic Purchasing, Sales, IT, and other functions as required
 - Control project costs, forecasts, and resource requirements through project execution
 - Monitor the project progress and deliverables against established goals
 - Identify and mitigate logistical, manufacturing, procurement, commissioning, and client risks which could affect project delivery.
 - Work with the ERP System (SAP) to maintain master data
 - Coordinate and participate in prototyping, design reviews, factory acceptance tests, and customer witness testing activities
 - Coordinate product testing and validation, data consolidation, and translation of technical results into business recommendations
 - Manage internal and external stakeholder expectations through timely communication of project status, milestones, risks, decisions, and escalations.
- Customer Specific Projects Department
 - Share best practices and lessons learned with other Customer Specific Project Managers across the Condair Group
 - Lead post-mortems and identify actionable insights to improve future projects
 - Document new processes, and updates to existing ones, in Work Instructions
 - Maintain CSP Processes, Work Instructions, and other ISO-related documentation
- Travel up to 25% within North America and internationally as required
- Adhere to Condair's Quality Assurance System and Health and Safety policies
- Other duties as assigned by management.

Challenges

- Ensuring the success of customer specific projects in a fast-paced, rapidly changing, and time-critical environment
- Managing highly visible customer programs with significant commercial, financial, contractual, and reputational risk
- Identifying underlying customer needs and translating them into project requirements while working through multiple internal and external stakeholder groups
- Defining project scope and requirements with sufficient clarity to enable successful execution while maintaining project flexibility
- Balancing competing project requests with available resources
- Securing resources, support, and timely decisions from cross-functional teams without direct authority over those resources
- Managing scheduling changes that require complex coordination across stakeholders
- Developing practical solutions to unique scenarios where established processes or precedents may not exist
- Managing challenging stakeholder relationships and resolving conflicts while maintaining positive custom outcomes
- Achieving project objectives while working within established business processes, enterprise systems, and organizational governance structures
- Driving continuous improvement initiatives supported by measurable business value
- Maintaining technical, product, and project management competencies in a continuously evolving business and industry
- Balancing customer-facing project work with internal process improvement and strategic initiatives as business priorities evolve

Professional Skills, Qualifications, and Competencies

Education and Experience	Canadian-specific work experience is not required. We welcome applications from candidates with international education and professional experience. Engineering or Technical Degree. Three (3) or more years of experience in an engineering, technical marketing, or project management environment is an asset.
Language Skills	Excellent verbal, writing and comprehension skills in English. Demonstrates a wide degree of creativity and expressiveness with the English language. Demonstrated ability to communicate technically, in writing and verbally. Above-average written communication and editing skills. German, French, and/or other languages are considered an asset.
Ability to Reason	Strong planning and organization skills are required. Ability to prioritize work, set targets, and make decisions. Ability to work accurately and methodically under pressure. Familiarity with milestone-based project methodologies is an asset.
Computer Skills	Proficient user of Microsoft Office suite of products, including MS Project. Knowledge of enterprise resource planning tools such as SAP is an asset. Experience with accelerating workflows using machine learning, large language model, and AI tools is an asset.
Math Skills	Ability to perform numerical calculations related to technical, financial, and planning topics at a post-secondary level is required.
Certificates/Licenses	A valid and up to date passport, and the ability to travel domestically and internationally is required. Professional Engineer license and Certified Project Management Professional designations considered an asset.
Other	Proven ability to work in Canada and the ability to travel abroad (USA, Europe) as required. Once probationary period is achieved, the ability to work on-site at our Ottawa location a minimum of three (3) days per week Confidence presenting in front of groups.

Personal Characteristics

Teamwork	Balances team and individual responsibilities. Exhibits objectivity and openness to other's views. Gives and welcomes feedback. Offers to help others to achieve common goals.
Drive	Exhibits a drive to do all work required to achieve success. Demonstrates initiative to support evolving business and project needs. Aims to do the right thing without being told.
Ethics	Works with integrity and strong morals/ethics
Professionalism	Approaches others in a tactful manner. Reacts well under pressure and follows through on commitments. Treats others with respect and consideration regardless of their position. Accepts responsibility for own actions and asks for help when needed.
Safety	Observes safety and security procedures. Uses equipment and materials properly and as instructed.
Dependability	Is consistently at work and on time and completes work in a timely manner. Able to deal with change, delays, and unexpected events.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

While performing the duties of the job, the employee is required to:

- Regularly use a seated computer workstation
- Regularly stand, bend, and twist for the purpose of setting up equipment, in-house meetings, or prototype reviews
- Occasionally lift and carry moderate loads, up to 22 kg, to organize in-house meetings, events, or prototypes.
- Travel domestically and internationally

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Seated office environment
- Manufacturing facility
- Testing / Engineering labs
- Airports, airplanes, and other places that are associated with business travelIndoor and outdoor mechanical spaces, including rooftops and basements
- Customer facilities across a variety of industries and applications

Benefits/Perks

Condair is pleased to provide the following benefits to all permanent employees (subject to change):

- Medical benefits
- Dental benefits
- Vision benefits
- Long-term disability insurance
- Life insurance/AD&D
- Pension/RRSP/TFSA
- Paid vacation
- Paid sick/personal leave
- Free on-site gym
- Free parking
- Free monthly lunches
- Other employee appreciation events



Artificial Intelligence Disclosure

This recruitment process does not use artificial intelligence or automated decision-making tools to screen, assess, or select applicants. All applications are reviewed by Condair hiring personnel.

Accommodation

We are committed to creating an inclusive workplace by providing a barrier-free recruitment and selection process. If you have an accommodation request, require material in an accessible format, or need additional support with the application process, please contact Human Resources at na.hr@condair.com or call 613-822-0335 and ask to speak with Human Resources.

Acknowledgement

This job description reflects the immediate requirements of the post. As the duties of the post develop and requirements of the company change, the post holder will be required to carry out other duties.

About the Company

Condair Group, founded in 1948 and based in Switzerland, is the global leader in humidification and a leading manufacturer of dehumidification and evaporative cooling systems.

Supported by science, we engineer individual, holistic solutions that customers can trust through the entire lifecycle. With optimal humidity, we increase productivity and create healthier built environments.

Condair Group has production sites in Europe, North America and China, its own sales and service organizations in 23 countries, and representatives in 50 locations worldwide.

Our Vision

To create healthier built environments and increase productivity with the optimal humidity for a better life.

Our Mission

Driven by our customers' needs and supported by science, we engineer reliable, sustainable solutions.

Slogan

Humidity for a better life.

Our Values



We act on our Vision

- Quick to develop solutions for our customers
- Proactive in recognizing and developing opportunities
- Innovative and flexible



We are reliable

- Keep our promises to business partners and colleagues
- Emphasis on quality
- With integrity



We are result-oriented

- Deliver optimized outcomes
- Proud to be part of our customers' success
- Each individual focuses on what is essential



We empower our people

- Open-minded culture
- Flat hierarchy and respect for each other
- Everyone safe every day



We improve human life

- Promoting health through scientific research
- Providing sustainable and energy-efficient solutions
- Enhancing our customers' productivity