

Job Description

Project Lead, West

Job Title:	Project Lead
Department:	Service
Reports to:	Service Manager, West
Supervisory:	No
Position Type:	Full-time, Regular
Position Category:	Non-Managerial
Location:	Racine, WI

Purpose of Role

The Project Lead, West will coordinate the service installation, expansion, troubleshooting, training, startup, commissioning, and preventative maintenance of Humidification and Dehumidification equipment. They will communicate between Condair departments, customer contacts including contractors, agents, and direct customers on projects. They will also schedule technician visits while providing all information required to perform purchased services. Quoting services and parts to equipment when requested, filing and recording all project information and tracking project work to completion are also main responsibilities of this role.

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.

- Schedule technician appointments with all parties
- Complete LMS Trainings
- Capture and complete information for Service Fusion.
- Knowledge of Install, PM, Service, Walkthrough processes
- Assist in processing warranties
- Assist in technical support
- Escalation of issues as appropriate
- Quote labor on projects
- Review blueprints, layouts for accuracy
- Contribute to project meetings
- Project, job, and metric reporting/tracking
- Enforce service policies
- Communicate issues to appropriate departments
- Business travel as required (anticipated travel 10% of the time) both internationally and within North America
- Adhere to Condair's Quality Assurance Systems and Health and Safety policies
- Perform other duties as assigned by Management

Professional Skills, Qualifications, and Competencies

Education and Experience	Highschool diploma or equivalent required; college degree is an asset. Basic working knowledge and experience in project management preferred. Proven customer focused service communication, written, and verbal required.
Language Skills	Fluent in English (reading, writing, spoken); ability to convey instructions clearly and with ease in person or over the phone.
Ability to Reason	The ability to prioritize and manage multiple concurrent tasks/projects is required. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists required.
Computer Skills	Functional capability with Adobe Acrobat Reader and Microsoft products including Word, Excel, PowerPoint, Teams and Outlook. Experience using database software; SAP experience considered an asset.
Math Skills	Basic math skills: ability to compute rate, ratio, percent, and to draw and interpret bar graphs.
Certificates/Licenses	Valid driver's license and valid and up to date passport.. Proof of ability to work in the U.S and ability to travel internationally and within North America.
Other	Ability to write reports/logs and effectively present information. Ability to read, understand and work from specifications, schematics, and building Blueprints. Exceptional organizational skills.

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. 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 computer workstation
- Regularly stand, bend, twist for the purpose of obtaining and reviewing paper documents
- Occasionally lift and carry small loads, less than 40lbs

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.

While performing the job duties, the employee is regularly exposed to:

- A regulated indoor climate.
- Airports, airplanes, and other places that are associated with travelling domestically and/or internationally.

Benefits/Perks

Condair is pleased to provide the following benefits to all full-time employees (subject to change):

- Medical benefits
- Dental benefits
- Vision benefits
- Short-term disability insurance
- Long-term disability insurance
- Life insurance/AD&D
- Flexible healthcare spending account
- 401K
- Free snacks and beverages
- Paid vacation
- Paid sick leave

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 the 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, dehumidification, and evaporative cooling. 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 over 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