



JOB POSTING

POSITION: Bilingual Customer Service Representative
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: National Contact Centre Manager
DEPARTMENT: Customer Service

Founded in 1916, Kohl & Frisch Limited has a solid reputation in the healthcare industry that distinguishes it as the only national, Canadian-owned and operated wholesale distributor. A family-owned company, it is one of Canada's leading national distributors and is the essential link between pharmaceutical manufacturers and healthcare providers. Kohl & Frisch is fully equipped to service large chain retailers, independent pharmacies, clinics, and hospitals for all their Rx, OTC, home healthcare, and front shop needs.

Primary Role of This Position

In this role, the Bilingual Customer Service Representative (B-CSR) provides excellence in customer service to our customers with regard to order placement and issue resolution.

Location

We are proud to offer full-time remote work for our Bilingual Customer Service team; however, there is a requirement to be in-office 1 day per month to meet with the Customer Service team. For this reason, you must be within a reasonable commuting distance to the Concord, ON office or be based in the Montreal area to be able to attend these meetings.

Major Responsibilities

- + Responsible for several key customer service tasks including order entry and the resolution of customer issues and inquiries.
- + Empowered to build relationships with customers by 'owning' customer issues, being responsive and proactive, and consistently providing a high level of customer follow-up and service.

Education and Experience

- + High school graduate
- + Previous customer service or Call Centre experience is a strong asset

Qualifications

- + Capable of handling a large volume of calls while maintaining professional and efficient service
- + Ability to think problems through and recommend creative solutions to nonstandard customer issues
- + Excellent communication and interpersonal skills
- + Demonstrated ability to work in a team environment
- + Ability to communicate effectively (verbally and written) in a professional manner with k& f customers and internal K&F departments
- + Strong computer skills (Microsoft office applications), good typing skills
- + Good work history including performance, attendance, etc.
- + Must be able to work independently with limited supervision
- + Proactive nature, high attention to detail, and takes initiative

HOURS OF WORK

- + Must Be Available To Work A Flexible Shift Schedule Monday To Friday Between 8:00 am To 10:00 pm

How to Apply

If you are interested in applying, please submit a cover letter and a résumé by July 31, 2023, to: hr@kohlandfrisch.com.

Please ensure you specify the job title, **Bilingual Customer Service Representative**, in the subject line of your email.

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted. Kohl & Frisch Limited welcomes applications from individuals with disabilities and provides accommodations upon request for candidates taking part in the selection process.