



# JOB POSTING

**POSITION:** Business Development Representative – Ontario  
**STATUS:** Full-Time  
**REPORTS TO:** Vice President, Key Accounts  
**DEPARTMENT:** Sales

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## **Primary Role of This Position**

The primary role of this position is to increase Kohl & Frisch Limited's market share in the local markets by selling the company's wholesale distribution and retail pharmacy services and to maintain superior relationships with our customers.

## **Major Responsibilities**

### **Manage Independent Accounts**

- + Ensure existing Kohl & Frisch (K&F) accounts are provided with appropriate and effective support designed to maximize their purchases
- + Ensure regular contact (over the phone and in person) with customers to review account performance and identify any opportunity for customers to increase their purchases
- + Identify issues and troubleshoot problems; refer to appropriate internal department and provide full cycle follow-up to customer
- + Ensure that all accounts in territory are adhering to compliance to purchase from K&F

### **Increase Kohl & Frisch Limited's Sales and Retail Customer Accounts**

- + Recruit new customers, effectively represent the benefits of the company's service offerings to overcome objections

### **Identification of Competitive Positioning**

- + Maintain strong intelligence in the market, identifying changes in the competitive landscape; provide feedback and recommendations to VP, Key Accounts
- + Make recommendations for growing K&F's market share in the independent market, which are consistent with the overall direction of the company
- + Strategize and manage customer relationships through the use of Salesforce.com, utilizing available data for tracking leads, tasks, and store performance, resulting in improved customer engagement

### **Other Duties and Responsibilities**

- + Provide input to design and execution of special projects and/or programs
- + Review, monitor, and recommend specific and effective programs for the independent segment that allow K&F to provide customer group with value-added services that will assist in alignment of the business
- + Provide support and participate in other related projects and assignments as directed
- + Follow all safety procedures as set out by the company

## **Education and Experience**

- + Completion of undergraduate university degree or equivalent combination of education and experience
- + 3 to 5 years of related experience in a comparable role

## **Qualifications**

- + Knowledge of industry, services, and clients is a strong asset
- + Proven strong customer service orientation
- + Ability to multitask and effectively address changing priorities; solid priority management and time management skills
- + Very strong communication skills (timely, effective written and verbal communication skills in English). French verbal and written communication skills are an asset.
- + Ability to forecast and set both business and professional goals; demonstrates initiative in professional development
- + Thorough knowledge of pharmaceutical distribution with emphasis in specific segment sales
- + Ability to interpret industry trends and competitive information and develop strategies and tactics to respond to changes in the marketplace
- + Excellent analytical, problem-solving, conflict-resolution and negotiation skills
- + Strong ability to build and maintain relationships with current and potential customers as well as internal partners
- + Willing to travel extensively; overnight travel is required
- + Ability to use software programs such as Microsoft Office (Outlook, Excel, Word) and Salesforce

## **How to Apply**

If you are interested in applying, please submit a cover letter and a résumé to: [mslaczka@kohlandfrisch.com](mailto:mslaczka@kohlandfrisch.com).

Please ensure you specify the job title, **Business Development Representative – Ontario**, 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.*