



JOB POSTING

POSITION: Change Manager, PMO
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Senior VP, Organizational Effectiveness
DEPARTMENT: Project Management Office (PMO)

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

The primary responsibility of the Change Manager, PMO is to develop and implement change management strategies and plans that maximize employee adoption, usage of required changes, and right-sizing the change effort based on project scope. The Change Manager, PMO focusses on the people side of change, which involves preparing, supporting, and training employees to adopt and use changes to business processes, systems, and technology.

Major Responsibilities

- + Apply a structured methodology (i.e., ADKAR, Prosci) and lead change management activities, using the methodology process and tools to create a strategy to support adoption of the changes required by a project or initiative.
- + Lead plans and efforts related to change impact. Complete and assess impacts related to projects through the following activities:
 - o conducting change impact analysis;
 - o identifying key stakeholders and assessing change readiness;
 - o analyzing and preparing a risk mitigation strategy including identifying and managing change resistance.
- + Create tools for implementing change strategies and supporting our employees through the change, applying course corrections as needed.
- + Develop and facilitate training strategies, plans, and coaching/guiding employees through Train the Trainer approaches.
- + Work with key roles at Kohl & Frisch, such as Project Managers, IT, and Business Managers, to integrate change practices within their business units.
- + Collaborate with Communication team in the planning and execution of all communication activities.
- + Develop informative, compelling, and persuasive project-facing deliverables, presentations, and collateral materials using presentation tools and resources.

Education and Experience

- + College diploma or university degree, with 5–10 years' equivalent work experience
- + Certifications desired in project management and change management disciplines (i.e., PMP, ADKAR, Prosci, Lean Six Sigma)
- + Pharmaceutical or Supply Chain experience is an asset
- + Strong understanding of project and portfolio management techniques including functioning of a PMO and steering committee
- + A solid understanding of how people go through change and the change process
- + Experience with and knowledge of change management principles, methodologies, and tools
- + Acute business acumen and understanding of organizational issues and challenges
- + Familiarity with project management approaches, tools, and phases of the project lifecycle
- + Experience with large-scale organizational change efforts
- + Extensive experience with Microsoft Suite (Excel, Project, PowerPoint, Power BI)
- + ERP experience an asset

Skills and Qualifications

- + Provides strong and influential customer service
- + Proven analytical and problem-solving abilities
- + Ability to effectively prioritize and execute tasks in a high-pressure environment
- + Exceptional communication skills, both written and verbal
- + Ability to conduct research into project and portfolio change management impacts
- + Ability to present ideas in business-friendly and user-friendly language
- + Highly self-motivated and directed with a keen attention to detail
- + Team-oriented and skilled in working within a collaborative environment

How to Apply

If you are interested in applying, please submit a cover letter and a résumé by December 15, 2023, to: hr@kohlandfrisch.com.

Please ensure you specify the job title, **Change Manager, PMO**, 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.