



**POSITION:** Credit and Collections Specialist  
**STATUS:** Full-time  
**LOCATION:** Kohl & Frisch Limited (Concord, ON)  
**REPORTS TO:** Supervisor, Credit and Collections  
**DEPARTMENT:** Finance

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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.

### **Role**

The **Credit & Collection Specialist** will be responsible for servicing all independent accounts across Canada encompassing collections, reconciliation and general credit administration. The Credit and Collections Specialist will partner with various K&F departments to identify and resolve credit issues with customers. This position reports to the Credit & Collections Supervisor.

### **Responsibilities**

- + Maintain positive customer relationships with internal and external customers
- + Respond to inquiries and requests from customers, trades and other K&F departments. Research issues, resolve discrepancies and identify resolutions.
- + Consistent account reconciliation of assigned accounts. Support payment allocations.
- + Identification and collection of receivables, process all returned payments, proactively follow-up on delinquent accounts.
- + Prepare weekly statements and monthly reports for assigned accounts
- + Prepare credit review summaries and ATB analysis to discuss problem accounts with Supervisor
- + Collaborate with sales and marketing teams to review account status, returned payments and eligibility to participate in promotions.
- + Support Transportation department with processing of freight claims and clearing of Inter-depot transfers.
- + Manage all drop shipment credit approvals
- + Review and release of held orders within approval limits.
- + Work closely with other department team members to respond to credit and collection concerns, accelerate cash inflows and reduce risk.
- + Other accounting and administrative duties as assigned

## **Qualifications and Experience**

- + 3-5 years of experience in high volume credit and collections management, preferably in a pharmaceutical or healthcare environment
- + Degree or diploma in finance, accounting, or business administration, or relevant experience
- + Completion or enrolment in the CCP program.
- + Advanced skills in Excel and spreadsheets.
- + Strong customer service and communication skills.
- + Proven analytical, reconciliation and reporting skills.
- + Experience collaborating with interdependent departments.
- + Ability to work autonomously, partner effectively and meet deadlines.

## **How to Apply**

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

Please ensure you specify the job title, **Credit & Collections Specialist** 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 accommodation upon request for candidates taking part in the selection process.*