



JOB POSTING

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

About Us

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.

What will you do?

- + Provides 2nd level of support to the Customer Service Representative's (CSR's) concerning issues that they are not able to resolve or in instances where an escalated level of customer support is required
- + Provides guidance to the CSR's to build on their knowledge and skills in order to increase first call resolution
- + Provides direction and consultation for complicated client and operational roadblocks and setbacks
- + Utilizes Service Desk to manage flow of tickets and ensures (with the support of leadership) we remain within our ticket resolution SLAs at all times
- + Manages calls in the regular CSR queues in order to maintain their CSR skills and to support the overall service levels
- + Manages order issues that are identified through the various customer channels and strives to provide quick and efficient solutions leveraging expertise and internal business units
- + Finds opportunities to ensure customer satisfaction through proactive information sharing and effective solutions
- + Recommends process improvements for coordination of key account/client procedures
- + Provides input into various projects/initiatives that require a high level of product/customer expertise
- + Identifies and escalates issues in a timely manner that require leadership involvement
- + Various administrative duties and processes, usually related to unique accounts/customers processes that require a higher level of expertise (e.g. new store openings, review issue logs and communicate/escalate to Supervisor)
- + Responsible for several key Customer Service tasks including manual order entry, outbound communications, recall management and other ad hoc tasks and responsibilities as deemed necessary by the business

Hours of Work

- + Monday – Friday; Flexibility of work hours between 8:00am – Midnight

What you bring

- + One (1) or more years of experience working as a CSR internally is required
- + Post-secondary education
- + Proven strong customer service orientation
- + Ability to multi-task and effectively address changing priorities
- + Very strong communication and customer service coaching skills
- + Solid priority management and time management skills
- + Conflict resolution and negotiation skills
- + Excellent analytical and problem-solving skills
- + PC skills (Microsoft word, excel, PowerPoint)



How to Apply

If you are interested in applying, please submit a résumé and any other relevant documentation to: recruitment@kohlandfrisch.com.

Please ensure you specify the job title, **Customer Care Coordinator** in the subject line of your email.

As part of our recruitment process we may use AI for initial screening and assisting in evaluating candidate qualifications. All final hiring decisions will be made by our recruitment team.

*Kohl & Frisch would like to thank all applicants for their interest. All applicants who receive interviews will receive an update on their application status within **45 days** of applying. We value your interest in joining our team and strive to provide a timely, transparent hiring experience.*

Kohl & Frisch Limited welcomes applications from individuals with disabilities and provides accommodations upon request for candidates taking part in the selection process.