



JOB POSTING

About the Job

POSITION TITLE: Customer Program Analyst
POSITION TYPE: Permanent
LOCATION: Kohl & Frisch Limited (Concord, ON)
DEPARTMENT: Manufacturer Relations

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.

About the Role

The Customer Program Analyst, will work closely with the Senior Category Manager on Formulary Programs, Key Accounts, Manufacturer Relations, Inventory Management, IT, Customer Service, and Finance to implement, execute, and maintain processes and strategies that drive compliance of formulary programs. The incumbent will also be responsible for analyzing sales data and demand planning for formulary listings, and for effectively communicating formulary changes, provincial formulary updates, back order details, discontinuations, segregation needs and supply allocations, and service interruptions in an effort to align strategies for resolution, mitigate risks, and ensure internal and customer KPIs are being met. Additionally, completing prospect reviews for newly anticipated accounts, measuring performance of vendors and customers and working closely with vendors to ensure rate alignments.

What will you do?

- + Collaborate with the Autosub & Program Specialist in managing and maintaining Preferred Generic Drug Formulary Programs and their related functionalities, to ensure customer compliance through improved fill rate levels
- + Communicate with vendors, and internal team members with respect to inquiries pertaining to programs
- + Receive, review, and analyze customer requests; identify and correct gaps
- + Coordinate and provide direction to internal teams on matters related to the programs to ensure customer requests are addressed in a timely manner
- + Participate in the development of program KPIs
- + Update internal stakeholders and management on agreed upon programs' KPIs
- + Monitor and report on customer compliance and supply levels
- + Provide strategic input and add value by initializing growth
- + Analyze Provincial Drug Formulary changes and vendor supply interruptions to identify and minimize impact to Kohl & Frisch (K&F) and customers
- + Identify areas of concern and provide tangible solutions
- + Take corrective and proactive measures to minimize service impact to K&F, customers, and vendors
- + Recommend and lead system enhancements as they relate to the customer programs

What you bring

- + College diploma in Business or a combination of related experience and professional certifications
- + Minimum of 1 to 3 years of related experience
- + Solid understanding of data analytics
- + Intermediate/advanced use of MS Office (Excel, Word, etc.)
- + Excellent organizational skills and detail oriented
- + Able to work independently and within a team
- + Excellent critical thinking skills
- + Excellent problem-solving skills and ability to use sound judgment

What's in it for you?

This position offers a salary range of \$65,000 – \$80,000, exclusive of discretionary bonus eligibility and our full benefits package. The final salary offered to the selected candidate will be determined by factors including location, relevant experience, skill level and education.

Additional Compensation (if applicable):

- Bonus or commission structure
- Pension Plan (eligibility after 18 months service)

Benefits:

- Health, dental, vision from day 1
- Personal Days
- Employee Assistance Program
- Opportunity for Professional Development
- Wellness programs
- Vacation Pay
- Exclusive memberships and discounts

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 Program Analyst** 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 received 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.