



JOB POSTING

TITLE:	Customer Program Analyst, Rx
LOCATION:	Keele Office
DEPARTMENT:	Manufacturer Relations
REPORTING TO:	Category Manager
STATUS:	Full Time

Primary Role of This Position

The Customer Program Analyst, Pharmaceuticals will work closely with 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, and service interruptions in an effort to align strategies for resolution, mitigate risks, and ensure internal and customer KPIs are being met.

Major Responsibilities

- + Collaborate with the 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 customers, 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

Education and Experience

- + 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

Qualifications

- + 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

Interested candidates can send their CV to Frances Vaianisi at fvaianisi@kohlandfrisch.com in Human Resources quoting the role they are applying for in the subject line.

Only those selected for an interview will be contacted.