



JOB POSTING

About the Job

POSITION TITLE: Customer Program Specialist
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 Specialist is responsible for the maintenance, execution, and ongoing optimization of customer-facing pharmaceutical programs within internal host systems, with a strong focus on data accuracy, operational integrity, and cross-functional coordination. This role is primarily accountable for the administration of the Auto Substitution Program, which supports the substitution of generic molecules in alignment with pharmacy retail customer requirements and preferred vendor strategies.

What will you do?

- + Monitor data integrity, identify and resolve exceptions, manage supply disruption responses, and serve as the subject matter expert for assigned programs.
- + Maintain and update pharmaceutical program data within host systems, ensuring accuracy, completeness, and alignment with business requirements.
- + Administer and support the Auto Substitution Program, including ongoing maintenance of program rules, molecule mapping, and preferred generic vendor alignment based on customer-specific requirements.
- + Analyze existing and newly introduced drug files to validate provincial formulary coverage statuses, as they relate to program requirements.
- + Execute and oversee allocation entries and supply-related program adjustments in close partnership with the vendor community and internal stakeholders.
- + Maintain oversight of molecule and product setup ensuring alignment with retail customer preferred generic vendor strategies and contractual program parameters.
- + Support the Sales, Key Accounts and Manufacturer Relations team with customer program setup, maintenance, implementation, and change management activities.
- + Identify, investigate, and resolve data, reporting, or program exceptions, escalating issues where appropriate.
- + Partner closely with Inventory Management to ensure program SKUs are available in the right quantities at the right time to support program continuity and customer needs.
- + Coordinate activities related to preferred listing changes, ensuring smooth implementation and minimal disruption to supply or customer service.
- + Develop and implement allocation strategies during supply disruptions in collaboration with vendors and internal business partners.
- + Monitor allocation performance and supply continuity, adjusting strategies as needed to support service levels and customer commitments.
- + Analyze large and complex data sets to assess program performance, identify trends, and recommend enhancements or corrective actions.
- + Collaborate with Sales and Key Accounts teams to provide insights and support related to product listings and customer-specific program requirements.
- + Act as the primary subject matter expert for the Auto Substitution Program and other assigned customer programs, providing guidance to internal stakeholders and supporting continuous improvement initiatives.

What you bring

- + 1–3 years of experience in drug evaluation, formulary management, pharmacy inventory management, pharmacy benefit management, or a related pharmaceutical or healthcare operations environment.

- + Pharmacy Technician accreditation and/or equivalent practical experience as a Pharmacy Technician is considered a strong asset.
- + Solid understanding of provincial formularies, reimbursement frameworks, and/or the pharmaceutical supply chain.
- + Experience working in a cross-functional, data-driven environment with multiple internal and external stakeholders is preferred.
- + Proficiency in Microsoft Office Suite, particularly Excel, Word, and PowerPoint.
- + Strong data entry and data maintenance skills with a high level of accuracy and attention to detail.
- + Excellent organizational and time management skills, with the ability to manage multiple priorities effectively.
- + Strong analytical and problem-solving capabilities, with the ability to interpret data and make sound operational decisions.
- + Ability to work independently while also collaborating effectively across teams and functions.
- + Strong verbal and written communication skills, with the ability to engage professionally with customers, vendors, and internal stakeholders.

What's in it for you?

This position offers a salary range of \$58,000 – \$67,500, 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 Specialist** 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.