



POSITION: Customer Service Representative
STATUS: Full-Time (Hybrid) – Permanent and Contract Available
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.

About the Role

In this role, the Customer Service Representative (CSR) provides excellence in customer service to our customers regarding order placement and issue resolution.

We are proud to offer full-time remote work for our Customer Service team; however, there is a requirement to be in office 2 days per month to meet with the Customer Service team.

Hours of work: Monday to Friday - 11:30am - 8:00pm

What will you do?

- Responsible for several key customer service tasks including order entry and the resolution of customer issues and inquiries.
- Empowered to build relationships with customers by “owning” customer issues, being responsive and proactive, and consistently providing a high level of customer follow-up and service.



What you bring

- High school graduate
- Previous customer service or call centre experience is a strong asset
- Capable of handling a large volume of calls while maintaining professional and efficient service
- Ability to think problems through and recommend creative solutions to nonstandard customer issues
- Excellent communication and interpersonal skills
- Demonstrated ability to work in a team environment
- Ability to communicate effectively (verbally and written) in a professional manner with K&F customers and internal K&F departments
- Strong computer skills (Microsoft Office applications)
- Must be able to work independently with limited supervision
- Proactive nature, high attention to detail, and takes initiative

What's in it for you?

This position offers a salary range of \$48,447 - \$56,243. 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 Service Representative** 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.