



JOB POSTING

POSITION: Director, Retail Services
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
DEPARTMENT: Sales

Primary Role of This Position

In this role, the Director, Retail Services will work to increase Kohl & Frisch Limited's market share in Canada within the independent sector. In addition, the Director will develop and maintain relationships with customers, business chains, and other buying groups.

Major Responsibilities

- + Develop strategies to grow Kohl & Frisch Limited's (K&F) retail customer accounts and expand K&F's retail programs to independent pharmacies
- + Identify opportunities, cultivate relationships, and apply strategies to gain independent retail accounts
- + Provide valuable market-based input on development of new retail programs and improvements to existing programs
- + Ensure programs are being effectively communicated and are in alignment with value-add initiatives to primary accounts
- + Work closely with internal stakeholders in Finance, Logistics, Customer Service, and other departments to identify volume opportunities, contract compliance, and customer profitability
- + Work with existing customers in the areas of compliance
- + Analyze industry-specific data to seek out new prospects and manage relationships with existing customers
- + Develop partnerships with customers/buying groups
- + Identify and seek out opportunities for regional and national customers
- + Work with internal resources to align "right fit" strategies for long-term account partnering
- + Provide direction and insights to Business Development team in relation to market developments and feedback from the customers
- + Ensure existing K&F accounts are provided with the appropriate effective support designed to maximize their purchases
- + Ensure that all accounts are aligned profitably to K&F and align value to the organization
- + Develop and implement Field Based Development Initiatives and Projects
- + Review, monitor, and create specific and effective programs for the independent segment that will allow K&F to provide this customer segment with value-added services, which will assist in alignment of business
- + Leverage relationships with manufacturers' representatives and key account managers, and provide operational management to the role of creating valuable services for the independent segment
- + Undertake any other related assignments as directed

Education and Experience

- + Post-secondary graduate or equivalent experience
- + 5 to 10 years of related experience

Qualifications

- + Knowledge of Kohl & Frisch products, processes, services, and clients is a strong asset
- + Experience with prospecting, recruiting and selling skills, e.g. persuasion, negotiation, etc.
- + Solid understanding of the pharmacy reimbursement and business model, with strong financial discipline
- + Strong ability to build and maintain relationships with current and potential customers
- + Established industry relationships (with pharmacy retailers and suppliers)
- + Account management experience: contract management, compliance management, etc.
- + Exceptional communication skills (timely, effective written and verbal communication skills in English). French verbal and written communication skills are an asset.
- + Excellent analytical and problem-solving skills
- + Strong computer skills (MS Office)
- + Ability to prioritize and manage multiple requirements, balancing short-term high priorities along with long-term projects
- + Strong leadership skills

How to Apply

If you are interested in applying, please submit a cover letter and a résumé no later than **July 3, 2020**, to: mslaczka@kohlandfrisch.com.

Please ensure you specify the job title, **Director, Retail Services**, in the subject line of your email.

Kohl & Frisch would like to thank all applicants for their interest. Only those candidates who are selected for an interview will be contacted.