



JOB POSTING

POSITION TITLE: Operations Manager
POSITION TYPE: Permanent Full-Time
LOCATION: Concord, ON
DEPARTMENT: Operations & Supply Chain

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

We are looking for a hands-on, people-focused Operations Manager – Night Shift to lead operations at our Keele Distribution Centre.

In this role, you'll do more than oversee daily operations. You'll play a key role in driving operational excellence, developing frontline leaders, strengthening accountability, and identifying opportunities for continuous improvement.

Working in a fast-paced, high-volume distribution environment, you'll lead and support your team to achieve operational goals while fostering a culture of collaboration, engagement, and continuous improvement. You'll also work closely with cross-functional teams to implement new processes, improve performance, and support operational change.

We're looking for a leader who is comfortable being on the floor, engaging with employees, challenging the status quo, and turning ideas into action. Someone who can balance the demands of daily operations with a forward-thinking approach to people, processes, and performance.

What will you do?

Lead Operational Excellence

- + Oversee daily night-shift operations, ensuring productivity, inventory accuracy, operational efficiency, quality, and customer service commitments are consistently achieved.
- + Manage labour planning, scheduling, staffing, budgets, and operational resources to meet performance targets while maintaining cost efficiency and ensuring teams have the tools needed to succeed.
- + Develop, implement, and monitor key performance indicators (KPIs) to strengthen accountability, identify opportunities for improvement, and drive operational performance.
- + Promote a safe and healthy work environment while ensuring compliance with standard operating procedures, employee training requirements, and applicable Good Manufacturing Practices (GMP).

Develop and Empower Your Team

- + Lead, coach, and develop supervisors, lead hands, and frontline employees to build a high-performing and engaged team.
- + Foster a positive and respectful work environment built on collaboration, accountability, and open communication.
- + Provide ongoing coaching, performance feedback, and formal performance evaluations to strengthen leadership capabilities, support employee development, and encourage professional growth.

- + Maintain a visible presence on the warehouse floor, engaging with employees, addressing challenges, and supporting day-to-day operations.

Drive Change and Continuous Improvement

- + Identify opportunities to improve processes, productivity, and overall operational performance.
- + Lead and support the implementation of process improvements, new technologies, and operational initiatives.
- + Engage employees in identifying solutions, challenging existing practices, and embracing new ways of working.
- + Use operational data and performance trends to make informed decisions and drive measurable improvements.

Build Strong Partnerships

- + Work closely with day-shift leadership and cross-functional teams to ensure effective communication and operational alignment.
- + Collaborate with internal stakeholders to resolve challenges, implement improvements, and support business priorities.
- + Provide timely updates on operational performance, challenges, and progress toward key objectives.

What you bring

- + **Operational Experience:** 7–10 years of progressive experience in distribution centre, warehousing, or logistics operations, including demonstrated experience leading and developing teams at a supervisory or management level in a fast-paced, high-volume environment.
- + **People Leadership:** Proven ability to lead, coach, and develop supervisors and frontline employees while fostering engagement, accountability, and a positive team culture.
- + **Change Management:** Demonstrated experience leading operational improvements, implementing new processes, and engaging teams through change.
- + **Performance Management:** Strong understanding of operational KPIs, labour planning, budgeting, and productivity measures, with the ability to use data to drive results.
- + **Hands-On Leadership:** An approachable and collaborative leadership style, with a willingness to be present on the floor, support employees, and address challenges directly.
- + **Communication and Problem-Solving:** Strong interpersonal, organizational, and decision-making skills, with the ability to manage competing priorities and collaborate across teams.
- + **Technical Skills:** Proficiency in Microsoft Office and experience working with warehouse management systems or other operational technologies.
- + **Education:** Post-secondary education in Business, Supply Chain Management, Logistics, or a related field is preferred.

Experience That Sets You Apart

- + Experience in pharmaceutical or healthcare distribution, third-party logistics (3PL), grocery, consumer packaged goods (CPG), or temperature-controlled environments.
- + Knowledge of Good Manufacturing Practices (GMP) and regulated distribution environments.
- + Experience supporting operational technology implementations and continuous improvement initiatives.

We also welcome applications from experienced Senior Supervisors and Shift Managers who have demonstrated strong leadership capabilities and are ready to take the next step in their careers.

What's in it for you?

We believe in recognizing the contributions of our people. This opportunity offers a competitive salary range of \$90,000–\$120,000, along with eligibility for a discretionary bonus. You'll also enjoy a comprehensive benefits package and a pension plan (eligibility after 18 months of service), designed to support your well-being today and your future.

Benefits:

- Health, dental, vision
- 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, **Operations Manager – Night Shift** in the subject line of your email.

Vacancy Disclosure: This job posting is for an existing vacancy at Kohl & Frisch Limited.

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.

At Kohl & Frisch, we believe everyone deserves an opportunity to succeed. We're committed to creating an inclusive and accessible recruitment experience where every candidate feels welcomed, respected, and supported.

If you require an accommodation at any stage of the recruitment and selection process, please let us know. We're happy to work with you to ensure you have what you need to fully participate, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.