



JOB POSTING

POSITION:	QPIC
STATUS:	Full-Time
LOCATION:	Kohl & Frisch Limited (Concord, ON)
REPORTS TO:	Supervisor, Operations
DEPARTMENT:	Operations

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.

Primary Role of This Position

In this role, the QPIC assumes full responsibility for all transactions involving controlled substances. Transactions include but are not limited to receiving, picking, shipping, and record keeping.

The QPIC shall ensure operations are compliant to all Controlled Substances Regulations as well as applicable GMP standards as defined by GUI-0001 "Good Manufacturing Practices" and GUI-0069 "Guidelines for environmental control of drugs during storage and transportation".

Major Responsibilities

Duties generally include, but are not limited to the following:

- + Manage saleable and non-saleable controlled substances inventory including regular counts, replenishment, stock (may include receiving and put away).
- + Perform investigations of controlled substances inventory discrepancies, customer claims, transportation issues and report all losses to Health Canada as required.
- + Review and document suspicious transactions as per Standard Operating Procedures (SOPs).
- + Manage narcotic invoice signatures from customers.
- + Manage controlled substance customer returns and vendor returns. When required, ensure proper destruction of narcotics and controlled substances.
- + Ensure security of narcotic area – keep area locked at all times, log visitors, alarm and lock area when not in use or not on premises.
- + Ensure controlled substances are maintained in the correct environment (vault or cage) for the substance.
- + Ensure all documentation is provided and retained regarding destruction of controlled substances.
- + Pick, audit and pack controlled substance orders as required.
- + Ensure prepared controlled substance shipments are secured prior to shipment and that Kohl & Frisch procedures are always followed.
- + Ensure appropriate reporting is provided to Health Canada at required intervals.
- + Actively participate in Office of Controlled Substance (OCS)-Health Canada Audits
- + Training:
 - o the proper and adequate implementation of SOPs;
 - o the training of personnel on SOPs and GMP related topics;
 - o temperature monitoring and troubleshooting temperature related issues;
 - o ensuring compliance with the Quality System including, but not limited to, Change Controls, Deviations, Recalls, Returns, Customer Complaints, and GMP self-inspections.
- + Cleaning and sanitation as required.
- + Communicate with regulatory and management to ensure that potentially compromised products are removed and placed in a secured quarantine area for assessment.
- + Responsible for ensuring that all records related to controlled substances products are accurate, retained, and follow Good Documentation Practices.
- + Perform all tasks within the scope of all applicable SOPs related to the job function.
- + Ensure that company policies and procedures are respected.
- + Communicate with supervisors and Regulatory Officer regarding any deviations that occur concerning established procedures and opportunities for improvements.
- + Ensure that work areas are kept safe, organized, and clean.

- + Follow company policies and procedures, including Health and Safety policies.
- + Other duties as directed by the Supervisor.

Education and Qualifications

- + QPIC must hold a Bachelor of Science degree from a Canadian accredited institution with a major in one of the following: chemistry, biochemistry, pharmacology, pharmacy, microbiology, chemical engineering, medicine, dentistry, or veterinary medicine.
- + A minimum of 1/3 of courses taken in the program must be in a relevant area. A degree will be verified with the Health Canada Office of Controlled Substances
- + Clear CPIC (Canadian Police Information Centre) check.
- + Experience in a distribution centre/warehouse/manufacturing environment is an asset.
- + Proven ability to be a team player and work in a team environment.
- + Strong focus on Customer Service and commitment to customer satisfaction.
- + Ability to challenge processes and seek out process improvements or creative ways of completing tasks.
- + Must be familiar and able to work with computers and automation.

Shift Hours

Monday to Friday, 7:00 a.m. to 3:30 p.m. Flexibility is required to meet business needs.

How to Apply

- + If you are interested in applying, please submit a cover letter and a résumé by Friday, August 22, 2025 to: recruitment@kohlandfrisch.com.
- + Please ensure you specify the job title, **QPIC – Concord** 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. Kohl & Frisch Limited welcomes applications from individuals with disabilities and provides accommodations upon request for candidates taking part in the selection process*