



JOB POSTING

POSITION TITLE: QPIC Supervisor
POSITION TYPE: Permanent
LOCATION: Kohl & Frisch Limited (Concord, ON)
DEPARTMENT: Operations

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 QPIC Supervisor is responsible and accountable for all transactions involving controlled substances. Transactions include but are not limited to receiving, picking, shipping, and record keeping. Additionally, this role manages and oversees the tasks and schedules of all AQPICs, on all shifts, within the Controlled Substances Department.

The QPIC Supervisor shall manage and perform all tasks within the scope of all applicable Standard Operating Procedures (SOPs) to the job function, and 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". The QPIC Supervisor reports directly to the Operations Manager - Days and works closely with both the Day and Night Operations Managers. This position also has a dotted line relationship to the RA/QA Manager for all regulatory/quality related tasks and issues.

This role is responsible for Narcotics on all shifts and requires flexibility to provide onsite support during the day, and evening shifts (20% of weekly hours).

What Will You Do?

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

Operations

- + Delegate and assign AQPIC tasks as needed to ensure sufficient coverage at all times on all shifts
- + Manage saleable and non-saleable controlled substances inventory including regular counts, replenishment, stock (may include receiving and put away).
- + Manage controlled substance customer returns and vendor returns. When required, ensure proper destruction of controlled substances.
- + Manage and participate in picking, auditing and packing of controlled substance orders as required.
- + Ensure cleaning and sanitation of the controlled substance area.
- + Communicate with regulatory and management to ensure that potentially compromised products are removed and placed in a secured quarantine area for assessment and for follow up on final disposition.
- + Communicate with and report to regulatory and management regarding all inventory count status
- + Follow the direction of and report to Operations Managers as required

Security of Controlled Substances

- + Lead continuous improvement in the security of controlled substances

- + Ensure security of the controlled substances 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 prepared controlled substance shipments are secured prior to shipment and that Kohl & Frisch procedures are always followed.
- + Ensure proper access is up to date for authorized personnel
- + Follow the direction of and report to Operations Manager - Days as required and RA/QA Manager as required

Regulatory Compliance & Audit Preparedness

- + Lead and actively participate in Office of Controlled Substance (OCS)-Health Canada Audits
- + Lead and actively participate in any internal and third party controlled substances audits
- + Actively participate in the controlled substance portion of the Internal Audit Readiness checklist
- + Act as backup to QCS (Quality Control Specialist) role as required
- + Communicate with Operations Managers and RA/QA Manager regarding any deviations that occur concerning established procedures and opportunities for improvements.
- + Follow the direction of and report to Operations Manager - Days as required and RA/QA Manager as required

Reporting

- + Perform investigations of controlled substances inventory discrepancies, customer claims, and transportation issues, and report all losses to Health Canada as required.
- + Review and document suspicious transactions as per Standard Operating Procedures (SOPs).
- + Ensure appropriate reporting is provided to Health Canada at required intervals.
- + Follow direction from and report to RA/QA Manager as required

Documentation & Record Keeping

- + Manage narcotic invoice signatures from customers.
- + Ensure all documentation is provided and retained regarding destruction of controlled substances.
- + Responsible for ensuring that all records related to controlled substances products are accurate, retained, filed, and follow Good Documentation Practices.
- + Follow direction from and report to RA/QA Manager as required

Training & Oversight

- + Create, maintain, and implement Standard Operating Procedures (SOPs) for handling controlled substances.
- + Responsible for and train personnel on SOPs and GMP related topics;
- + Responsible for and train authorized personnel on temperature monitoring and troubleshooting temperature related issues;
- + Responsible for and train department staff and other personnel, as needed, on compliance with the Quality System including, but not limited to, Change Controls, Deviations, Recalls, Returns, Customer Complaints, and GMP self-inspections.
- + Provide training and coaching to department personnel on all shifts, as required.
- + Follow the direction of and report to Operations Manager - Days as required and RA/QA Manager as required

Leadership

- + Report on Key Performance Indicators including labour productivity, operating costs, etc.; provide trend analysis and develop recommendations to correct unfavorable target variances.
- + Facilitate ongoing communication with employees (e.g., team huddles)
- + Supervise staff in all respects (e.g., hiring, performance management, coaching, motivating, training); provide role modeling and lead by example
- + Provide counsel to employees assisting in the resolution of issues and concerns
- + Educate employees on policies and procedures as per the Employee Handbook, ensuring adherence and application in a fair, equitable and professional manner
- + Ensure that personnel planning and payroll reporting is accurate and timely
- + Promote and support employee functions and activities.
- + Foster a respectful, civil and courteous work environment
- + Ensure that all company policies and procedures are followed and respected
- + Follow the direction of and report to Operations Manager - Days

Health and Safety

- + Ensure the implementation of and adherence to Health & Safety programs.
- + Responsible for maintaining a safe, organized and clean work environment.
- + Ensure safe work policies and procedures are followed and have employees participate in regular safety training.
- + Report and follow up on all safety related issues.

- + Follow the direction of and report to Operations Manager - Days

What You Bring

- + QPIC Supervisor 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, veterinary medicine, or has sufficient knowledge acquired from a combination of education, training and work experience
- + Relevant experience with and strong knowledge of regulations governing the handling of controlled substances
- + Demonstrated leadership and training experience
- + Clear CPIC (Canadian Police Information Centre) check
- + Experience in a GMP 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
- + Exceptional oral and written communication skills, strong command of the English language
- + Excellent attention to detail
- + **Must be flexible to provide coverage for AQPICS and support night shift narcotics department**

What's In It For You?

This position offers a salary range of \$72,361 – \$90,452, 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
- + 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, **QPIC Supervisor** 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 last interview. 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.