



JOB POSTING

About the Job

POSITION: Returns Associate - Days
STATUS: Full-Time (3 positions)
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Returns Supervisor
DEPARTMENT: 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

Working under the direction of the Returns Supervisor, the Returns Associate is responsible for processing returned pharmaceutical products accurately and efficiently, ensuring compliance with regulatory requirements and company policies. This role supports reverse logistics operations by inspecting, documenting, and preparing returned items for proper disposition while maintaining high levels of accuracy and quality.

The Returns Associate shall ensure operations are compliant to applicable GMP standards as defined by GUI-0001 "Good Manufacturing Practices" and GUI-0069 "Guidelines for Temperature Control of Drugs Products during Storage and Transportation".

What will you do?

- + Receive and verify returned products against return authorizations
- + Inspect items with respect to expiry date, damage, and compliance with company and vendor policies and regulatory requirements
- + Apply company and vendor policies accurately when creating customer credit notes
- + Pull expiring aged returns inventory and prepare returns to vendors
- + Accurately record return details in the system and prepare items for credit or disposal
- + Perform cycle counts and inventory reconciliation related to returns
- + Follow all regulatory requirements (Health Canada, OHSA, hazardous waste regulations, etc.)
- + Maintain accurate records for audit and inspection purposes
- + Ensure proper handling and segregation of controlled substances and hazardous materials.
- + Follow SOPs and documents all GMP activities
- + Performs all duties in a safe and efficient manner in accordance with company H&S standards

What you bring

- + Able to work autonomously and make decisions within a policy and regulatory framework.
- + Able to lift and move boxes weighing up to 50 lbs.
- + Excellent attention to detail and basic math skills.
- + Previous warehouse experience, working in inventory control or returns department an asset.

What's in it for you?

The 2026 rate of pay for this position is \$23.51/hr.

Additional Compensation (if applicable):

- Quarterly Incentive program
- Pension Plan (eligibility after 18 months service)

Benefits:

- Health, dental, vision (after 3 months)
- 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 by **January 7, 2026** to: recruitment@kohlandfrisch.com.

Please ensure you specify the job title, **Returns Associate** 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 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.