



JOB POSTING

About the Job

POSITION TITLE: Supervisor, National Contact Center
POSITION TYPE: Full-Time Permanent
LOCATION: Kohl & Frisch Limited (Concord, ON)
DEPARTMENT: Customer Service

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 Supervisor, National Contact Center provides leadership, development and performance management to customer service staff in order to maximize customer and employee satisfaction, as well as ensures that the right staffing levels and resources are in place at the required times to handle an accurately forecasted workload which meets and/or exceeds service levels and quality metrics by using industry best practices and tools.

What Will You Do?

Analysis and Planning

- + Analyze data to identify correlations between events and impact on volumes and quality of service
- + Review reporting data and make recommendations for improvements in processes, performance and staffing requirements based on root cause analysis and trending
- + Provide capacity planning (in terms of volumes, workforce and workstations) and prepare forecasts, schedules and staffing plans
- + Perform business reporting and analysis as directed by National Customer Service Manager
- + Develop, adjust, communicate and implement schedules (daily, weekly, monthly, vacation, huddles, training and coaching sessions) based on established guidelines to optimize service levels
- + Facilitate Avaya reporting and analysis (Key Performance Indicators)
- + Provide continuous analysis of the staffing plan and real time resource re-allocation and workload adjustments where required

Workforce Supervisor

- + Act as a positive and confident role model to enable high customer satisfaction, employee satisfaction and operational effectiveness, working collaboratively with peers and National Customer Service Manager to create and sustain a positive work environment
- + Monitor Customer Service queues on an ongoing basis
- + Perform employee performance coaching and employee performance reviews in terms of quality and productivity using key performance metrics and call monitoring tools and practices
- + Manage escalated customer complaints
- + Work collaboratively with staff in Customer Service and in other departments to continuously seek out and recommend opportunities for improving processes to achieve greater efficiency and enhancing the customer's experience

What You Bring

- + Community College Diploma or related work experience.
- + 3 to 5 years of customer service experience with relevant senior level servicing specialist accomplishments

- + Strong comfort level using Microsoft Dynamics , AS400 , Service Desk or similar CRM tools , and Telephony systems and applications.
- + Strong PC skills including MS office – Word, Excel, PowerPoint; JBA, Avaya, CS Intranet experience an asset
- + Strong communication and analytical skills
- + Experience in working with business analysis models
- + Experience with Avaya data and reporting an asset
- + Strong understanding and working experience with contact centre scheduling and monitoring software/tools
- + Proven ability to work with minimal supervision and the ability to meet aggressive deadlines with multiple priorities
- + Strong organization and time management skills
- + Experience with trending and forecasting analysis
- + Experience with staffing solutions and developing real time recovery plans
- + Highly detail oriented and demonstrated ability to develop extensive reports

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, **Supervisor, National Contact Center** 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.