



JOB POSTING

POSITION: Training Content Specialist
STATUS: Full-Time
LOCATION: Kohl & Frisch Limited (Concord, ON)
REPORTS TO: Change Manager
DEPARTMENT: PMO

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

The primary role of the Training Content Specialist, PMO, is to develop customized technical and corporate training materials, collaborating with subject matter experts. The Training Content Specialist will work closely with the Training Manager, the Change Manager, and various Kohl & Frisch departments to update and maintain consistency of training content in a learning management system. In addition, the incumbent will be responsible for leading the planning and supporting the delivery of training content for external stakeholders, ensuring consistency and alignment with K&F's brand. The Training Content Specialist will have a strong background in internal and external training with a keen eye for detail and ability to manage multiple training initiatives at one time.

Major Responsibilities

- + Create comprehensive training materials, including manuals, e-learning modules, videos, and other resources.
- + Work closely with SMEs to gather information and ensure content accuracy.
- + Continuously assess the effectiveness of training content through feedback, assessments, and performance metrics; refine and enhance content based on evaluations and data-driven recommendations.
- + Standardize formats, terminology, and instructional strategies across all materials to ensure a cohesive learning experience.
- + Revise and publish training materials to reflect new information, technologies, and best practices.
- + Set up and maintain content in the LMS platform; integrate multimedia elements, and

troubleshoot technical issues.

- + Ensure that materials are accessible to all learners by adhering to accessibility standards and guidelines.
- + Stay informed about industry trends and innovations in instructional design.
- + Create clear documentation for training programs, including objectives, methodologies, and evaluation criteria to maintain transparency and consistency.

Education and Experience

- + Bachelor's degree or diploma with specialization in training or equivalent experience.
- + Minimum of 5-7 years of experience in instructional design, training, learning and development, or a related field.
- + Proven ability to design, develop and deliver training materials in a corporate setting.
- + Proficiency with Microsoft Dynamics Finance & Operations, e-learning platforms, interactive training content development tools, and Learning Management Systems (LMS) a plus.

Qualifications

- + Strong instructional design skills, including the ability to create structured educational content that caters to various learning styles. Familiarity with ADDIE and other instructional design models.
- + Excellence in researching, writing, and editing training materials with a keen eye for detail and clarity.
- + Proficiency in tools such as Learning Management Systems, Microsoft Studio, Clip Champ, and Copilot.
- + Effective communication for collaborating with Subject Matter Experts, stakeholders, and learners. Strong written and verbal communication skills.
- + Ability to work independently and as part of a team.
- + Ability to manage multiple projects simultaneously, plan, organize, and prioritize tasks, and familiarity with project management methodologies like Agile or Scrum.
- + Capacity to evaluate the effectiveness of training programs, assess feedback, and analyze performance data to identify areas for improvement.
- + Bilingual language skills (French) are an asset.

How to Apply

If you are interested in applying, please submit a cover letter and a résumé to: recruitment@kohlandfrisch.com.

Please ensure you specify the job title, Training Content Specialist, 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.