**Inbound Manager**

Reporting to FC manager

Founded in 2014 in the Czech Republic, Rohlik is the European leader of e-grocery in Central Europe. Already active in the Czech Republic ([Rohlik.cz](http://rohlik.cz/)), Hungary ([Kifli.hu](http://kifli.hu/)) and Austria ([Gurkerl.at](http://gurkerl.at/)), in Germany ([Knuspr.de](http://knuspr.de/)) and soon in Romania, Italy & Spain under the Sezamo brand. By owning its end-to-end operations, including all technology in-house, Rohlik provides a superior customer experience and the freshest food from local farmers and artisans, as well as a broad supermarket selection.

**Role Overview**  
The Inbound Manager directly leads a team of 3 shift leaders and is responsible for the entire goods receiving process at Rohlik. This role reports directly to the Operations Director and success is measured in people and process metrics. You will be responsible for using quantitative and qualitative data to identify opportunities to coach your people and celebrate their success. You are constantly ensuring and improving:

* Enable highly effective and efficient fulfillment processes through operational excellence
* Health and Safety standards
* Supplier Service Level together with the SCM and Quality Assurance Teams

**What we expect from you**

* Manage complete inbound and warehouse operations and become recognised as the process expert and leader of change in your area
* The inbound teams’ role is to get the right goods, on the right position and in the right condition
* Drive quality and consistency, by setting up layout, ensuring efficient space utilisation and smooth interaction with the fulfillment department
* Staff management including recruit, hire and retain top talent, ensuring that the team is operating productively and in line with set KPIs and make corrections where require
* Ensure that work is performed according to standards, policies, procedures, processes set forth by the company
* Solve/respond directly to late deliveries and quality issues and accordingly take actions to improve the Supplier Service Level (SSL) per product category in close alignment with the Supply Chain and Quality Assurance Teams
* Undertake formal monthly performance reviews and 1:1 meeting with direct reports against KPI’s

**What we look for**

* A minimum of 2 years’ experience as Inbound/Warehouse Manager in a Food Manufacturing, Food Retail or similar environment
* Demonstrated experience in building and managing a highly effective operation with proven ability of delivering against KPIs
* Entrepreneurially minded, attention to detail and takes an innovative approach to problem solving
* High attention to detail and proven ability to manage multiple, competing priorities simultaneously
* Driven to achieve highest quality in daily work and constantly improve customer satisfaction
* You enjoy working in an innovative and ever-changing environment
* You have a high ambition and are very hands-on
* Excellent analytical and quantitative skills
* Team player and good communication skills
* Fluency in English and the local language is a must
* Required: driving license

**KPI’s typical for the position**

**TBC**

**What we offer**

* Your work will have a direct impact on the company's results
* We will implement your good ideas almost immediately – not waiting for the approval of the headquarters somewhere in the world
* You will not be bound by corporate processes
* Your work has to be innovative and meaningful, we do not want to follow trends, but set them
* Last but not least, we mainly offer a fair reward and the possibility of professional growth and education, also a great bunch of people around and a legendary company events

