**Customer Service - Part time**

Reporting to TL CS

Europe's leading online grocery delivery service. Using technology to deliver weekly shopping (17 000 SKUs) in less than three hours in 15 minute time slots, saving our customers time and giving them freedom and flexibility.

The world needs a better food system, one that is more sustainable, more inclusive and which brings healthier and more personalised food to all. Rohlik Group is leading this change. In every city we carefully select the best quality and freshest local produce to save our customers time; from butchers to bakery, and fresh produce directly from farmers via our unique Farm-to-Door program. We carry all the favourite brands, plus a range of affordable own-label products, so our customers don’t miss out on what they love.

Today we have 850,000+ customers in major European cities from Milan to Vienna and beyond. Last year we delivered more than 8 million orders.

**Role Overview**

We are looking for temporary helpers to join our customer care team to help us deal with customer queries. Starting immediately, working mainly on weekends and evenings. Working for us is suitable for long term cooperation! In return we offer a fixed wage of 150 czk per hour, plus up to 50 czk/hr extra for meeting targets.

**What we expect from you** (please fill)

* - Native speaker - fluent in written and spoken Czech
* - You have a high school diploma and English at B2 level
* - You dedicate your time to us every week, 20 hours/week is the ideal mark, you will be relied upon to come in for the shifts you sign up for
* - You like people, you can talk to them naturally, put them at ease, find out what's bothering them.
* - When you multi-task, you don't lose your head.
* - Basic computer literacy (word, excel, email) is a must for you
* Translated with www.DeepL.com/Translator (free version)

**What we look for** (please fill)

- Communicating with the customer, dealing with requests for order changes, e.g. change of time, address, modification of items or customer contact details

- Handling customer queries, complaints and compliments also via social media, which are Facebook, Twitter or Instagram

- Overseeing and checking late orders and ensuring that the customer is informed of the exact delay of their order in a timely manner

- Communicating with couriers to determine the causes of delays and then informing the customer

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**KPI’s typical for the position**

* Time to answer, support

**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

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