**Customer Care Team Leader**

Reporting to Customer Care 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/)), Germany ([Knuspr.de](http://knuspr.de/)) and now also in Italia, Romania and Spain (Sezamo). 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.

**Department Overview**

There is nothing more at Rohlík than the customer. That is why Customer Care is one of the most important departments at Rohlík. We set the bar for the quality of customer care and create important relationships with them. We gain their trust and care for them as best we can. Our communication channels are green line, online web chat, e-mail and social networks We also support couriers when it comes to orders, sometimes we call customers and ask them what we can do to help them shop better or solve unforeseen problems with them, and we try to find a way to their full satisfaction. We also process telephone orders within the Rohlík without Barriers program and we provide service and support to Premium customers.

**Role Overview**  
The Customer Care Team Leader leads a team of Customer Service Representatives. In this role you will be responsible for the coaching, development, performance, and engagement of your Team. The goal is to solve all the hick-ups and offer the best possible customer service. You are looking for creative ways to delight dissatisfied customers more than just offering credits. You will be responsible for using quantitative and qualitative data to identify opportunities to coach your people and celebrate their success. You will report directly to the Customer Care Manager

**What we expect from you**

* Act as the Voice of the Customer across Sezamo. Effectively communicate with all levels, creating and adhering to open communication
* Lead the Customer Service Team and recruit, hire and retain top talent
* Inspire to deliver Best in Class service to delight our customers and facilitate fast growth
* Driving development of the customer service, errors and complaints management handling
* Take ownership of customer issues and follow problems through to resolution. Lead and act as a point of contact for escalated complex customer questions
* Solve/respond to customer inquiries and issues in a timely manner via email, phone, and social media platforms
* Ensure that work is performed according to standards, policies, procedures, processes set forth by the company. Drive quality and consistency
* Strategically lead and develop the Customer Service team to enhance performance by setting clear accountable performance measures.
* Utilising a data-driven approach to drive improvements in the complaints handling process to improve customer satisfaction.
* Undertake formal monthly performance reviews and 1:1 meeting with direct reports against KPI’s.

**What we look for**

* A minimum of 3 years’ experience as Customer Service Team Leader in a Food Manufacturing, Ecommerce, retail or FMCG environment and proven ability of delivering against KPIs. Demonstrated experience in building and managing a highly effective operation
* Entrepreneurially minded, attention to detail and takes an innovative approach to problem solving
* Very ambitious and are very hands-on as you will do the job yourself in the beginning
* Technical background (be able to quickly learn how to use the IT system) with a robust and independent mindset, ability to create and implement simple, elegant solutions.
* Positive communicator who understands when necessary how to have tough conversations
* Successful track record leading teams and organisational effectiveness
* Driven to achieve highest quality in daily work and constantly improve customer satisfaction
* You enjoy working in an innovative and ever-changing environment
* Team player and good communication skills
* Fluency in Spanish and English is a must, to speak Catalan is a nice to have

**KPI’s typical for the position**

**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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