**Deputy Shift Leader - Inbound**

**Reporting to Main Shift Leader**

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/)), the company will be launching in the coming months in Germany ([Knuspr.de](http://knuspr.de/)). 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.

**Team Overview**

The goods receipt team is responsible for managing the entire process of receiving and stocking ordered products. The main task of the team is to organise and coordinate the receipt of goods. They must ensure a fast and efficient stocking process. While working, they always put emphasis on compliance with all hygiene and safety rules. They communicate with the customer and across all company departments. They are not only familiar with every key position in the warehouse but also master it fully.

**Role Overview**

The deputy shift leader is responsible for the operational running of the warehouse. They cooperate with the main shift leader, shift leader and department coordinators. They monitor the efficiency of the work, organise the shift and manage its operations on site. They report the results of the work that has been carried out to their supervisor, with whom they actively discuss the progress of the shift. They actively contribute to operational innovation and process optimisation.

They assume all responsibility for everything that happens in the goods receipt department in the absence of their supervisor. They master all key positions for running and managing the operations. They come up with ideas to improve the work environment as well as process innovations. You will help your teams to develop the right team dynamics and create a great place to work, you will continuously push for better and faster performance and you will be a right hand to your business manager for goals setting, performance evaluation and people development.

**What we expect from you**

* To manage the operational team in the absence of the shift leader
* To organise and coordinate the receipt of goods in the warehouse
* To monitor everything that is happening in the assigned department
* To stock the received goods and work with the warehouse system
* To monitor the efficiency and quality of work
* To control the quality of products - visually and systemically
* To monitor the set processes
* To oversee the quality of the received products (o dva výše už to tady podobně je)
* To come up with ideas to improve the work environment and the individual processes
* To develop performance improvement measures for underperforming employees
* To uphold the company's values and culture
* To guarantee compliance with the rules
* Be an everyday ambassador of our culture and imprint the culture into every aspect of how we build business together
* Be a “go-to” person for things big and small
* Be an advocate of learning, growing and pushing boundaries for all your teams

**What we look for**

* An open minded person who is fast, result oriented, structured, analytical, diligent and attentive to people’s needs, who likes to work with new apps and is keen on trying new technologies
* You can make quick decisions in situations where standard methods and established processes fall short in order to deliver results
* You have plenty of energy to work in a challenging environment and know how to pass that energy on to other people
* You can remain calm and deal with the large number of stimuli and situations that occur in the warehouse
* You are fair when addressing frequent interpersonal disputes or in unclear situations
* You have excellent communication skills
* Customer satisfaction is your top priority
* You are good at working with data and you can understand the causes resulting from and the connections hidden behind the numbers
* Graduates with one to two years of experience in fast-paced environments are welcome, as long as they have at least a year of experience with warehouse processes
* Somebody who is not afraid to roll up their sleeves and get on with any task
* A self-starter, able to work independently and deliver without a support of a large team
* Someone with passion for high level of customer orientation

**KPI’s typical for the position**

* Refunds affecting the customer below 0.5%
* Delays of 0 minutes
* Poor quality of products below 0.5%
* Damage to the products below 0.5%
* Order incompleteness below 0.5%
* Perfect orders 95%
* Unavailability of slots 10%

**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 corporate event