**Operations Director**

Reporting to CEO

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/)), and Germany as well ([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**

Our warehouse has two sections. The first is Receiving, where we take care of receiving goods from suppliers, checking the quantity and quality of received goods, clearing the received goods on shelves and preparing the goods for dispatch. The expedition is the second section. Here we prepare the entire purchase, from the selection of products that the customer has added to the purchase to the delivery to the courier. Orders are first divided into sections and then sorted into assigned shipping boxes. From there, the goods travel to "bagging", where the purchase is folded into bags. In the next phase, the purchases will be divided according to the route that the courier receives scheduled from the dispatcher. And then the purchase goes to meet the new refrigerators and pantries.

**Role Overview**  
As an Operations Director you will be responsible for a new warehouse and help us to start operations in Milan. You will evaluate data and metrics as you lead and encourage employees to maximize performance, implement succession plans and create cohesion between departments, and broadly scale the growing company. You will oversee and manage the day-to-day operations from the front necessary for business success and growth. You will report directly to the CEO and will be in direct touch with our Czech parent company and its management.

**Your Responsibilities**

Customer Experience

* Be responsible for the overall success of the Customer Experience together with the marketing and commercial team.
* To improve the customer experience, lead and set strategic operational and performance goals and KPIs for your team and hold them accountable. Use data as a key driver to motivate and engage your team.

People and organisation

* Creating forums for feedback, and building an environment of trust and collaboration
* Work closely and effectively with Human Resources to attract and retain great talent
* Recruitment, training and monitoring of team members' staff performance and progress, ensuring always that acceptable behaviour and practices are role modelled.
* Determine labour budget based on sales budget/forecast

Effectiveness & Efficiency

* Initiate, stimulate, organise, and manage continuous improvement against a background of Operational Excellence and Lean Thinking. Infuse this into every vertical of the business.
* Rigorously measure operational metrics and KPIs (including productivity, production, and warehouse efficiencies) and lead the weekly metrics meeting to drive constant optimisation.
* Inspiring continuous improvement (according to PDCA) and creating an environment which allows people and teams to celebrate success, and safely learn from failure. Creating forums to encourage the cross-pollination of ideas to improve effectiveness and efficiency.
* Lead the annual operations budget and project capex budget

Health & Safety

* Ensure the fulfilment centre exceeds all Health & Safety regulatory requirements and is seen by all as a safe and welcoming environment.
* Ownership of our governance process to ensure we present a clear picture of the status and improvements needed.

**Your expertise**

* A proven track record of operational leadership in a Food Manufacturing, retail or FMCG environment with experience in (last mile) logistics and supply management
* 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
* Experience analysing budgets, forecasts and financial statements
* Successful track record leading teams and organizational effectiveness
* Driven to achieve highest quality in daily work and constantly improve customer satisfaction
* You enjoy working in an innovative and ever-changing environment
* Have a proven track record of sound commercial acumen and proven ability of delivering against KPIs
* Team player and good communication skills
* Fluency in the local language and English is a must

**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

**Our Values**

* **Customer obsession:** Customer is in the center of our universe. Everything we do, we do for them.
* **Speed:** Better done than perfect. We build, improve and deliver fast.
* **Courage:** We are brave. We are not scared of taking ownership and making decisions.
* **Learning:** We keep learning. Information is power. Change is life and opportunity.
* **Winning:** The market standard is not good enough. We aim to win, be the best, and ahead of the market. We keep innovating.
* **Honesty:** We are open and honest to ourselves, to our teammates, and to our customers. We are able to accept feedback.
* **Optimism:** We fight in a tough environment. The more important it is to have fun and have a helicopter view.
* **Think big:** We are bold and daring in changing the future.