**Fulfillment Center Manager**

Reporting to Director of Operations

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/)) the company will be launching in the coming months in Romania, Italy and 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.

**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**  
This role will require you to be extremely hands-on, structured, organized, able to cope well under pressure and have a passion for fulfillment. You will play a critical role in the growth of the business, leading the fulfillment center and day to day of operations. You will report directly to the Operations Director, constantly ensuring and improving:

* Customer satisfaction
* Productivity through Operations excellence
* Health and Safety standards

**Your Responsibilities**

* Lead the day-to-day operations in the Knuspr Fulfilment Center in Garching with your team
* Creation and adherence to budgets, development and maintenance of KPIs, monitoring and analysing the customer experience and fulfillment performance sequentially
* Improve quality and eliminate errors, reduce cost per unit. Make short-term action plans to achieve targets with respect to long-term goals
* Lead initiatives to optimize operational processes (PDCA) and use Change/ Lean Six Sigma initiatives to drive operational excellence
* Always leverage ideas of Area Managers and Team Leaders to source and nurture creative improvement plans

**Team Management & Planning**

* Manage the operational staff planning for all activities to ensure that the team’s resources are used effectively and that work schedules and targets are met, including monitoring attendance and leave-day request approvals
* Advice and discuss performance and staffing with team-leaders and help them plan for the workload
* Actively communicate to the team any relevant information on a base of team meetings and individually with direct reports

**Safety**

* Maintaining Health and Safety standards within the FC and promoting an inspiring Health and Safety culture on-site by establishing, following, and enforcing standards and procedures, complying with legal regulations
* Monitor staff to ensure that all machines and equipment are operated in a safe manner

**Your expertise**

* Have minimum 5 years’ experience, in Warehouse / FC Management in FMCG, Food Retail or other fast paced environment, with managing large multi-cultural teams
* You have a high ambition and are very hands-on
* Entrepreneurially minded, attention to detail and takes an innovative approach to problem solving
* Excellent analytical skills and able to present complex issues in an understandable manner to the staff at the floor
* Good with data as Business Intelligence is a crucial part of our success
* 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
* Team player and good communication skills
* Fluency in the local language and English is a must
* Required: driving license
* You enjoy working in an innovative and ever-changing environment

**KPI’s typical for the position**

* Customer Satisfaction
* Productivity
* Net income

**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.