**Data & Customer Insight Manager**

Reporting to VP Marketing

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.

**Department Overview**

The mission of the Data & Customer Insight department is to harness data-driven strategies to enhance customer experiences, drive business decisions, and foster innovation. We aim to convert raw data into actionable insights that support the company’s strategic goals.

**Role Overview**  
Collects customer data from multiple sources, analyze them to identify trends, patterns, and insights and translates complex data findings into clear, actionable insights and actions.

**What we expect from you**

* **Data Management:** Ensuring data quality, integrity, and security across various systems and platforms.
* **Data Analysis:** Utilizing statistical techniques and software to analyze large datasets and derive actionable insights.
* **Customer Insights:** Identifying patterns and trends in customer behavior to inform marketing, sales, and product development strategies.
* **Reporting:** Presenting findings and recommendations to senior management and stakeholders to support decision-making.
* **Strategy Development:** Collaborating with cross-functional teams to develop strategies that improve customer experience and drive business growth.
* **Technology Utilization:** Staying current with technological advancements in data analytics and customer relationship management tools.

**What we look for**

* Bachelor’s degree in Data Science, Statistics, Business Analytics, or a related field; Master’s degree preferred.
* Proven experience (3 years) in data analysis, with a focus on customer insights
* Experience with data visualization tools such as Tableau, Power BI, or similar.
* Excellent leadership and communication skills, with the ability to present complex information in a clear and concise manner to stakeholders at all levels.
* Ability to manage multiple projects simultaneously and drive initiatives in a fast-paced environment.

**KPI’s typical for the position**

* Accuracy and relevance of insights provided
* Number of actionable insights generated
* Impact of insights on campaign performance and business decisions FTUs

**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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