**Head of Operations**

Reporting to Group COO

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/)), Austria ([Gurkerl.at](http://gurkerl.at/)), and Germany ([Knuspr.de](http://knuspr.de/)), Rohlik will be entering the Italian and Romanian markets in the near future, followed by Spain and France. 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 and its own private labels.

**Role Overview**  
Head of Operations responsibilities include designing policies, overseeing customer service and implementing technology solutions. He will be a responsible leader with an analytical and strategic mind and have a broad knowledge of the business. Will be also committed to productivity and compliance. Ultimately, he will ensure our operations run smoothly and that people are productive.

**Your Responsibilities**

* Formulate business strategy with others in the executive team
* Design policies that align with overall strategy
* Implement efficient processes and standards
* Coordinate customer service operations and find ways to ensure customer retention
* Ensure compliance with local and international laws (e.g. data protection)
* Oversee the implementation of technology solutions throughout the organization
* Manage contracts and relations with customers, vendors, partners and other stakeholders
* Evaluate risk and lead quality assurance efforts
* Oversee expenses and budgeting to help the organization optimize costs and benefits
* Mentor and motivate teams to achieve productivity and engagement
* Report on operational performance and suggest improvements

**Your expertise**

* Proven experience as Head of customer experience, Head of Operations, Operations Director or similar leadership role
* Familiarity with all business functions including HR, finance, supply chain and IT
* Experience with implementing IT systems
* Knowledge of data analytics and reporting
* Good with numbers and financial planning
* Outstanding communication and negotiation skills
* Excellent organizational and leadership ability
* Analytical mind
* Problem-solving aptitude
* BSc/BA in Business, Computer Science or other relevant field

**KPI’s typical for the position** (please fill)

* Customer satisfaction
* Productivity
* OPEX
* Shrinkage
* Revenues
* Risk assessment and management
* Safety management

**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 Key Ingredients**

**Amaze the customer**

We are obsessed with customers and their wants and needs. The customer has always been at the centre of our universe.

**Move quickly**

Better done than perfect is our motto, speed beats perfection almost every time. We have a big mission ahead of us and we need to move fast to succeed.

**Always challenge the status quo**

We love improving. We aim to be the best - 10x better and always way ahead of the market.

**Think big and think like an owner**

We are doing something that has never been done before in the grocery business, and we’re not afraid to be the first company to try new things out.

**Deliver results and have impact**

We focus on results, not on being busy. We always prioritise things that matter most to our customers and our business.

**Be curious and dive deep**

Curiosity makes your mind active instead of passive. Curious people always ask questions and search for answers.

**Keep learning**

We keep learning. Information is power. Change is life and opportunity. We experiment and iterate relentlessly.

**Be radically open and transparent**

We are open and honest to ourselves, to our teammates and to our customers. We are able to accept feedback, even when it’s not pleasant.

**Have fun**

Changing someone’s life for the better is a noble and optimistic mission. It is very important that you have fun doing it.

**Create a great place to work**

Working with people with diverse opinions and backgrounds brings challenging debates and smart solutions. Using more brains leads to faster decision-making.