Process Manager - Operations

Reporting to Operations Product Owner

The role of a Process Manager is to support Product Owners in a process/business analysis, solution design and implementation of new features across the Rohlik Group. Ability to handle selected projects independently is also expected.

The Process Manager will work most of the time as a part of the innovation team along with Product Owners and developers to focus primarily on software driven solutions.

**Responsibilities**

* Work together with Product Owner and development teams on concepts and solutions to make fulfilment centres and last mile delivery processes lean and efficient
* Participate on definition of business benefits, preparation of budgets and timelines
* Investigate and evaluate potential areas for improvement based on thorough analysis
* Create detailed design for process improvements, validate it with stakeholders from other departments (operational excellence, engineering, local teams) & clarify the assignment with development team
* Document process changes, create SOPs & user manuals
* Evaluate site readiness and support implementations on site
* Support receipt of feedback / inputs from operations departments

**What do we look for**

* Person eager to learn a lot & often change focus area
* Analytical data-driven mindset
* Advanced in Excel (pivots, advanced excel functions)
* Knowledge of process analysis & process improvement tools (DMAIC, Value Analysis, Ishikawa…)
* 2-3 years of experience in operations, preferably in fast paced environment (e-commerce, automotive, JIT logistics)
* Nice to have:
  + Any Six Sigma and/or project management certification
  + Knowledge of SQL / statistical software / BI software
  + Experience with agile environment and/or software development
* English language advanced B2 minimum, German/Czech is an advantage
* Willingness to travel: can be over 50% of month depending on project phase (we have sites in 5 countries and on site presence during design and implementation of improvements is needed)

Offer

* Exciting job with essential impact on customer experience and company results
* Work in an international team of top experts, be a part of operations innovation teams
* Work on key solutions enabling Rohlik operations to grow and scale up
* Freedom to achieve given targets
* Development plan & potential to grow within company structure
* Competitive salary