**Fulfilment Center Operations Product Owner**

Reporting to the Operational Excellence Tribe Lead

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.

**Role Overview**

We grow rapidly and expand to more European cities. This requires an innovative development of Rohlík's business processes, led by dedicated people with competencies across the company's business model and working in the agile approach.

The Operations Fulfilment Center Product team operates within the Group Operational Excellence Tribe, consisting of colleagues from functional departments like IT and BI.

The Product Owner sets a clear vision for the team, she creates concepts, seeks opportunities and "pushes" initiatives for successful development of operations. At the same time, she is closely involved in building Rohlík's strategy and responsible for generating and implementing ideas leading to making the company better.

**What we expect from you**

● Create concepts and design tools for a state-of-the-art control of

○ Inbound and outbound processes (e.g. goods receiving, planogramming, picking, sorting, completion, expedition etc.),

○ Work organization (internal and external sources, productivity measurement, balancing and management throughout the day)

● Prepare road map and lead development and implementation

● Define the business and user project´s benefits

● Facilitate cooperation and communication with other departments in the company ● Look for opportunities for further service development and CX

**What do we look for**

● Several years of practical experience with designing warehouse processes and material flows, automation solutions, WMS customization or own development

● Personal approach to automate processes by understanding drivers and associated efficiency

● Overview of standards and trends in e-commerce and retail operations

● Experience in project management, IT development and/or process design would be an advantage

● Quickly iterate, evaluate and make data driven decisions

● Clear communication and intercultural leadership

● Presentation of ideas and getting buy in from key stakeholders and management ● English language at C1/C2 level, German language is an advantage

**KPI’s**

● incomplete orders

● % of delayed orders

● fulfilment center productivity

● inbound efficiency

● % of replacements to 0

**What we offer**

● Work having a direct impact on the company's results

● Implementing good ideas almost immediately – not waiting for a long approval process ● Setting trends by innovative and meaningful work

● Dedicated team of IT professionals for own development

● Fair reward and a possibility of professional growth within a great bunch of people around ● Location of this role anywhere of our business (Prague, Budapest, Vienna or Munich)

**Our Values**

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.

