**Quality Assurance Specialist - Fruit & Veg**

Reporting to Quality Assurance Manager

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/)), and now also in Germany ([Knuspr.de](http://knuspr.de/)). 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.

**Department Overview**

As the name suggests, in the Quality department we check the quality of goods such as fruits, vegetables or products of our private label. In short, everything we can positively influence so that everyone can shop better and happier with us. We also focus on and verify complaints submitted by customer support. Our agenda also includes HACCP documentation, one of the basic tools for effectively preventing the risks to food safety that we create and modify.

**Role Overview**

Quality Controller ensures consistent quality of fruit and vegetable for our customers, which means that s/he is responsible for the quality of fruit and vegetable in the F&V section (receiving, storage, picking). At the same time s/he is as well a perfect coordinator because s/he conducts a team of sorters who work in the F&V warehouse for the purpose of keeping the quality of fruit and vegetable consistent.

**What we expect from you**

## Quality inspection - receiving

* Quality inspection - receiving (decision if goods comply with quality requirements, whether return, sort or receive those goods)
* Communication with acquisition – bigger refund volumes, anomalous quality in order to assure compensation
* Supplier reporting – record of discovered differences and information-sending to suppliers

Quality inspection – warehouse

* Daily inspection of the warehouse
* Quality inspection: buffer (= given pallet location, where goods are stored); positions (place in the warehouse from where a picker takes goods for customer)
* Priority of goods-issuing according to the ripeness
* Direction and coordination of the “sorters-team”
* Checking of compliance with “FIFO” (First in, First out) within the stock inventory
* Inspection of scales “calibration”
* Checking of the unit of reference setting
* Supervise of customers ´ complaints for F&V products, communication with Customer Support Service
* Stocktaking in compliance with the given plan

Others

* Goods placing to the special offer/promotion (last minute = discounted articles)
* Dealing with complaints to supplier
* Dealing with actual complaints from customers – operational solution, goods check
* Records of depreciations in case of unsatisfactory quality

**What we look for**

* Excellent product knowledge of F&V
* Coordination capability
* Ability to predict
* Good communication skills – be able to balance the communication between the quality, warehouse, goods-in and supply
* Ability to learn quickly – common solving procedures often don’t keep up with our warehouse requirements and that’s why it takes an effort to learn ceaselessly
* Data driven mindset
* “Drive” – having enough energy for the work in a challenging environment is needed
* Fast decision making

**KPI’s typical for the position**

* Customer complains for F&V products (in %), Shrinkage (%), Sales, Margin, AVailability
* Personal evaluation (QC of goods receiving, QC of stored FV products, Proactivity / Innovation, Communication)

**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 corporate events

**Our Values** (do not change)

* Customer is in the centre of our universe. Everything we do, we do for them
* Better done than perfect. We build, improve & mainly deliver
* We are brave. We are not scared of making decisions
* We keep learning. Information is power. Change is life and opportunity
* Market standard is not good enough. We aim to win, be the best and ahead of the market. We keep innovating
* We are open and honest to ourselves and to our colleagues. We are able to accept feedback
* We fight in tough environments. The most important is to have fun and keep helicopter view
* We are making the retail environment better