**Head of Logistics Operations**

Reporting to Head of Logistics

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/)), Germany ([Knuspr.de](http://knuspr.de/)) & soon in Romania, Italy & Spain under the Sezamo brand. 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**

Our logistics department is looking for more reinforcements. Someone who is not afraid of complex logistics processes, managing a large number of people in a fast growing company where they have free hands and a lot of responsibility. The last mile logistics for rohlik.cz is provided by the subsidiary Autoexpert spol. s r.o.

**What we expect from you**

● logistics team management all over the Czech Republic

● Responsibility for managing the daily and long-term operation of logistics

● reduce last mile cost

● put into practice smarter and more efficient solutions within logistics

● Increase fleet utilisation

● design and optimise processes within logistics

● Budget planning

● Setting remuneration and motivation for the entire logistics team

● accountability for the achievement of set targets within logistics

● regular reporting (daily, weekly and monthly basis...)

● setting up the remuneration and motivation of the courier network in cooperation with the courier network manager

● accountability for the achievement of set targets and KPIs, the main objective being to ensure sufficient logistics capacity and to ensure delivery of the service to the required standard while adhering to the financial budget

● propose strategic solutions and changes

● collaborate with colleagues in other countries

**What we look for**

● Drive - Have enough energy to work in a challenging environment and be able to transfer it to people

● Logical thinking, quick decision making, creativity - Ability to deal with situations where delivery is required and standard ways and set processes are not enough

● Ability to deal with crisis situations

● Concentration - ability to handle the large amount of data and situations that take place in logistics without losing focus on the things and results that need to be delivered

● Fairness - the ability to resolve frequent interpersonal disputes or unclear situations in a rigorous but fair manner

● Ability to learn quickly - standard stock ways of dealing with us are often not enough, so you need to keep learning

● Good communication skills - Need to be able to communicate with different types of people from different departments and be able to explain procedures/solutions etc. to them correctly.

**KPI’s typical for the position**

* Quality of service provided
* Customer satisfaction
* LMC
* Service productivity

**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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