**Planning and Reporting Specialist**

Reporting to Helena Maršíková

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.

**Role Overview**

We are looking for a candidate for the position of Planning & Reporting Specialist at our customer support department. His work will revolve around the internal customer, ie operators and their shifts, and the external customer, ie all reports and statistics that help us address customer needs to their maximum satisfaction.

**What we expect from you**

• You will be responsible for preparing and monitoring the daily data

• Optimization and capacity management (balance between workload and efficiency)

• Shift planning and everything around

• Preparation of reports, analysis of data and trends

• Process improvement and automation

• Set up and manage outgoing calls

• Participation in projects and implementation of new tools to improve and increase quality and efficiency

**What we look for**

* Experience with traffic management
* Ideally know the environment of the customer center
* Experience with reporting, analysis and forecasting is a must
* Ability to perceive the customer's needs and adapt the way of working
* Advanced knowledge of Excel, the advantage is also the experience with the system Daktela, AristoTelos
* The advantage is knowledge of the laws surrounding shift planning

**KPI’s typical for the position**

* Customer care efficiency - email, chat, call
* Call availability
* Customer Satisfaction - CSAT

**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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