**QA Supervisor Operation & Products**

Reporting to QA Manager

We are one big family in Rohlík. We see the world from the better side and we are constantly looking for ways to make each other happier. We know that even seemingly small goodies can be of great importance, and therefore, together with the rediscovered power of humanity and helpfulness, we return to our roots. To nature, honest craftsmanship and the countryside, where there is inspiration for all who believe that it is time for good things and especially for good food.

**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**

The role is responsible for setting, managing, and overseeing all processes to ensure quality across the entire supply chain (supplier – products – warehouse – transport to customer), ensuring compliance both from a legislative standpoint and from the perspective of the customer. The role also oversees the product development process for private label items from the quality perspective and actively contributes to quality innovations and process optimizations.

**What we expect from you**

**Operational**

* Setting up and monitoring quality processes: receiving, storage, production, picking, dispatch, returns, transport, and new pick-up points / cross-docks
* Creating and maintaining documentation (quality standards, HACCP, operational procedures, sanitation procedures)
* Continuous temperature monitoring and corrective actions
* Setting up and evaluating DDD (Disinfection, Decontamination, Disinfestation)
* Creating methodologies for internal audits in warehouses, cross-docks, pick-up points, and internal inspections of warehouses/pick-up points
* Managing metrology guidelines
* Conducting employee training (hygiene basics) and being responsible for training content
* Managing documentation for inspections by regulatory bodies
* Leading quality improvement projects

**Suppliers**

* Communicating complaints to suppliers, resolving issues, implementing corrective actions, and analysing trends
* Supplier evaluations
* Conducting supplier audits

**Products**

* Handling operational complaints within the warehouse
* Overseeing development and quality control of private label products
* Establishing a system for new product quality control

**Private Label Products**

* Conducting supplier audits for private label items
* Managing and reviewing product specifications
* Ensuring the quality of private label products

**What we look for**

* Food Science degree, min. Food processing, min., high school (ideally university)
* Perfect knowledge of Food law, food safety standards
* Experience with quality control, quality management system in food operation (warehouse, retail preferably) - 5 years of experience
* Experience in managing a team of people, Leadership type - ability to manage and coordinate the performance of multiple people, give feedback, delegate tasks, check adherence to set processes and motivate performance and delivery of results
* Good communication skills - able to balance communication between quality, commercial, operation and supply chain teams.
* Ability to learn quickly and adapt to changing environment
* Ability to work with large amounts of data
* Driven to achieve highest quality in daily work and constantly improve customer satisfaction
* Ability to make quick decisions
* Fluent in English on level B2

**KPI’s typical for the position**

* Customer complains for Bad Quality (in %),

**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