**Quality Specialist**

Reporting toRegional Quality Specialist

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.

Today we have 850,000+ customers in major European cities from Milan to Vienna and beyond. Last year we delivered more than 8 million orders.

**Department Overview**

**Role Overview**

Quality is our foundation, but we also see it not only in terms of what must be legally complied with, but mainly what is best for our customers. That is why we need someone to join the quality team in our warehouse who will ensure quality control in daily operations and ensure that all processes are directed towards perfection.

**What we expect from you** (please fill)

Operations

* Operation checks - daily check / monthly check
* Internal inspections - warehouses, cross-docks
* Temperature monitoring, corrective action records
* Documentation updates
* Management of inspections by supervisory authorities

Suppliers

* Complaint communication with supplier - complaint resolution, corrective action, trend analysis
* Supplier evaluation
* Supplier control

Products

* Operational complaint handling in the warehouse
* Complaints
* Verification of customer complaints
* Resolving complaints from a quality perspective
* Resolution of non-conforming products
* Analytical data processing - daily evaluation, root cause search, determination of corrective measures

**What we look for** (please fill)

* We mainly expect at least a little experience with quality, ideally from food, retail or manufacturing.
* Generally just experience of quality management and processes around quality.
* We would definitely prefer if you have a food science background even if from high school.
* Proper knowledge of MS Excel spreadsheets is mandatory
* We also need a communicative attitude and a person who is not afraid to work in the warehouse.
* English (oral & written form)

**KPI’s typical for the position** (please fill)

* % of orders with warranty claim (sharp metric)
* Defined personal projects set up on quarterly basis

**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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