**Last Mile Manager**

Reporting to Operations Director

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), Hungary (Kifli.hu) and Austria (Gurkerl.at), Germany (Knuspr.de) and now also in Romania (Sezamo.ro). 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**

The Last Mile Manager is responsible for the day-to-day operations of delivering orders to clients. Responsibilities include fleet management, staffing, training, health & safety, scheduling, on time delivery, continued improvements and loss prevention. The Warehouse Logistics Manager is accountable for meeting the operational goals of the Fulfilment Centre. Rohlik Group is in a fast growth mode and this position will require a leader who can help us define the processes, procedures, and systems necessary to support and sustain our long-term growth.

**What we expect from you**

● On-time delivery of outbound shipments by initiating, coordinating and enforcing program, operational and personnel policies / procedures

● Select carriers and negotiate contracts and rates

● Manage the couriers team

● Fleet management

● Monitor and report on transportation costs

● Report maintenance and repair needs for transportation vehicles and equipment ● Research and suggest cost-effective shipping methods

● Research ideal shipping techniques, routing, and carriers

● Drive the process to ensure high level of customer satisfaction, accuracy

● Quality, safety and efficiency by employee involvement and team work.

● Responsible for recruiting, selecting and training employees

● Develop employee performance by appraising, coaching, and counseling

● Establishes safety practices and hold others accountable for adhering to them

● Keep organized records of vehicles

● Ensure compliance with company policies and shipping legislation

**What we look for**

● Experience in a leadership position

● Proven work experience as a Transportation Manager, Shipping Manager, Courier Manager or similar role

● Ability to handle stressful situations with perseverance and professionalism ● Proven ability to develop and maintain positive and productive relationship in a Fulfilment Centre

● Proficiency with Microsoft Office applications especially Word, Outlook and Excel and TMS system or other.

● Good cross functional communication & interpersonal skills with the ability to work both independently and as part of a team

● Strong organizational skills and attention to detail - ability to manage multiple projects/assignments simultaneously

● Time management skills with the ability to prioritize and schedule tasks for the most efficient use of time

● Knowledgeable on safety practices, 5S best practices.

● Be highly motivated

**KPI’s typical for the position**

● TBC

**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

**Our Key Ingredients**

**Amaze the customer**

We are obsessed with customers and their wants and needs. The customer has always been at the centre of our universe.

**Move quickly**

Better done than perfect is our motto, speed beats perfection almost every time. We have a big mission ahead of us and we need to move fast to succeed.

**Always challenge the status quo**

We love improving. We aim to be the best - 10x better and always way ahead of the market.

**Think big and think like an owner**

We are doing something that has never been done before in the grocery business, and we’re not afraid to be the first company to try new things out.

**Deliver results and have impact**

We focus on results, not on being busy. We always prioritise things that matter most to our customers and our business.

**Be curious and dive deep**

Curiosity makes your mind active instead of passive. Curious people always ask questions and search for answers.

**Keep learning**

We keep learning. Information is power. Change is life and opportunity. We experiment and iterate relentlessly.

**Be radically open and transparent**

We are open and honest to ourselves, to our teammates and to our customers. We are able to accept feedback, even when it’s not pleasant.

**Have fun**

Changing someone’s life for the better is a noble and optimistic mission. It is very important that you have fun doing it.

**Create a great place to work**

Working with people with diverse opinions and backgrounds brings challenging debates and smart solutions. Using more brains leads to faster decision-making

