**Operations Excellence Manager**

Reporting to Head of Operation - Pavel Todt

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.

**Reporting to Ops Director**

We are customer obsessed and we have some ambitious but achievable goals ahead of us in the near future. This role will play an essential part of achieving them. Growth, expansions, new warehouses, new ways of delivery; that’s just a little taste of what we are planning.

The Operations Excellence Manager provides a root cause analysis and deep dives to find potential for improvement, coordinates with a variety of operations teams to develop, test and refine business processes and practices to provide the best service to our customers. This role must be able to engage with all levels of operation teams, business process owners to innovate and implement process changes.

**What we expect from you**

* Focus on detail, be innovative and out of box thinking, always looking for challenge.
* Ability to define and describe a process change with focus on quality and customer satisfaction in a dynamic and multinational environment.
* Small operation projects coordination.
* Ability to accurately describe risks and issues and report them to operations management.
* Being an ambassador of our customer
* Experience and educate colleagues to improve overall customer orientation culture within the company.
* Ability to share best practices across a ROHLIK group and levelize with other countries.

**What we look for**

* Proven working experience in project management preferably in logistics / operations environment.
* Proven customer care experiences.
* Excellent written and verbal communication skills.
* Solid organizational skills including attention to detail and multitasking skills .
* Basic knowledge of online business or e-commerce.
* Strong Analytical thinking.
* Experience with training, mentoring, or coaching.

**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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