**Operations Business Assistant**

Reporting to Olivier Sainson Rohlik Group COO

Europe's leading online grocery delivery service. Using technology to deliver a unique shopping (17 000 SKUs) in only 2 hours. 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.

**Department Overview**

Rohlik Group consists of two main organizational parts. The first part, local businesses alias Countries (Rohlik.cz, Kifli.cz, Gurkerl.at, Knuspr.de and others to come) are in charge of operating and running the business and most of all, pleasing our customers. The second part - Rohlik Skillz, is the agile part of the business and an international entity that is in charge of delivering innovation and improvement to our processes and systems.

The Group Operation Team in Rohlik Group supports Operation teams across all countries and is also responsible for our expansion. Our operations consist of inbound, outbound and last mile. At the group level we are responsible for rethinking, redesigning and making step changes in our ops. processes. The International expansion Team who is responsible for launching Rohlik in new countries. Last but not least, we are responsible for construction, facility and design of our new FCs in all countries where we operate.

**Role Overview**

Your role will be to work closely and support the Group COO, group and country ops teams (country COOs, product owners in operations squads). You will help the teams to reach superb customer experience, dive deep into operational issues and help to improve efficiency and excellence in operations across the group. You should not be afraid of any tasks, big or small, and should not be shy to get the job done. The role is great for someone who uses common sense, likes to work with numbers and is keen to learn new things.

**What we expect from you**

* Finding root causes to business issues, finding a solution and making sure it will happen
* Defining operational frameworks that will make Rohlik Group better, faster and more efficient
* Lead projects and major initiatives in operations, and bring them to life in the countries

**What we look for**

* Experience in business or management consulting in the following areas (operations, business development, finance, …)
* Proven project management and stakeholder management skills
* Drive to iterate, evaluate and make recommendations with speed
* Structured, analytical thinking, experience with data visualisation tools (Tableau,...)
* Ability to identify opportunities without detailed information in hand
* Focus on results,not on process
* Challenge status quo with great communication skills
* Passionate for technologies and flexible in finding solutions
* Excellent written and verbal English language skills

**KPI’s typical for the position**

* Group results
* Perfect orders
* % of orders delayed +10mn & 0mn
* % of orders with replacements
* % of incomplete orders
* CM2
* FCs productivity
* International project completion on time with results expected

**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

**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