**Outbound Error Resolution Officer**

Reporting to Shift Leader

**Team Overview**   
The order completion team is responsible for managing the entire order completion process. The key task of the order completion team is to ensure a quick and efficient order completion process. A particular focus is placed on ensuring that the orders are complete, the quality of the food is maintained and the time taken to complete this process is minimised. The order completion team has a significant impact on the satisfaction of the end customer, who expects to receive the food ordered in the quantity, time and quality as requested.

**Role Overview**The outbound error resolution officer is a vital member of the order fulfilment team as they proactively look for any issues concerning orders and resolve them so that orders get into the dispatch buffer on time. Tracking the orders helps with any issues that may arise during the entire order process (pick -> dispatch).

**What we expect from you**As an outbound error resolution officer you are responsible for the following main duties:

* **If the packing table where orders are put into bags is blocked:** the outbound error resolution officer will carry out a check
* **If there is a plastic box missing:** the outbound error resolution officer verifies that the plastic box is not still on the conveyor belt or alternatively in a different place in the sorter or in a place with boxes of which the label could not be scanned. If the plastic box is not found, the missing items are added to the bags and the bags are taken for dispatch
* **If there is no plastic box:** the table must be unlocked with a pin code and the contents of the corresponding box must be taken back to where they were stored before by the pickers. This is a box that has been lost (put in the wrong place)
* **If there is an extra plastic box:** the box may be taken for sorting, put in the correct place or alternatively taken to the appropriate table if the order is already being put into bags
* **If the items are damaged:** the items must be taken back to where they were stored before by the pickers
* **If there is a bag missing:** the outbound error resolution officer checks the table where the order was put into bags to see if the missing bag is not waiting there to have items added to it. If the bag is not even on the shelves from which it would be normally dispatched, the cart with damaged bags for dispatch must be checked. Finally, other possible places in the dispatch department must be checked in case the order was placed in more than one bag (it is possible that it had not been scanned by the person responsible for putting the bag back to its place on the shelves from which it would be normally dispatched). If the bag is not found, the rest of the order must be checked to see what items are missing. Then, the missing items must be added to the bag.

**What we look for**

* You can make quick decisions in situations where standard methods and established processes fall short in order to deliver results
* You can remain calm and deal with the large number of stimuli and situations that occur in the warehouse
* You are fair when addressing frequent interpersonal disputes or in unclear situations
* You have excellent communication skills
* You are diligent and you pay attention to detail
* You are good at working with data and you can understand the causes resulting from and the connections hidden behind the numbers
* Customer satisfaction is your top priority

**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 event