**Quality Assurance Manager**

CEO

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](http://rohlik.cz/)), Hungary ([Kifli.hu](http://kifli.hu/)) and Austria ([Gurkerl.at](http://gurkerl.at/)), the company will be launching in the coming months in Germany ([Knuspr.de](http://knuspr.de/)). 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.

**Department Overview**

As the name suggests, in the Quality department we check the quality of goods such as fruits, vegetables or products of our private label. In short, everything we can positively influence so that everyone can shop better and happier with us. We also focus on and verify complaints submitted by customer support. Our agenda also includes HACCP documentation, one of the basic tools for effectively preventing the risks to food safety that we create and modify.

**Role Overview**

As the Quality Manager this is your opportunity to take charge of the day to day running of the QA department, leading, and inspiring the quality team to deliver improved standards. You will be able to adapt to ambiguity and understand how to identify the right inputs to achieve meaningful outputs, implement closed loop processes and measures to ensure improvements are quantified. (PDCA methodology). In order to be successful you must be a leader with a QA background in Food and lots of experience in building and improving quality processes and running effective teams in a fast-phase environment. Most importantly, you will always have to be a few steps ahead from anyone else.

**What we expect from you**

* Be responsible for managing all aspects of the Food Safety & Quality Management Systems, at the Fulfilment Center level, to include: HACCP & food safety program compliance, internal audits, food safety permit process, enforcement of the hygiene zone program, compliance with regulatory requirements & audits, pest control program, the GlobalCap certification and full traceability system
* Creation and control of all quality processes in an online operations playbook (goods receiving, storage, picking, expedition, transport)
* Preparation of necessary documentation (quality standards, HACCP, operational and sanitization regulations) including regular monitoring of temperature and corrective actions
* Communicate root causes to operations teams and carry forward lessons learned from quality concerns. Verify Quality Metrics and meet goals, trigger containment actions and corrective actions as appropriate.
* To demonstrate inspiring leadership, which motivates and engages teams to achieve high performance and drives performance of the department forward
* Responsibility for the Quality Control of all Food and Non Food Products
* State Authorities related Food communication
* Be the quality interface with customers, drive the complaint and learning process and ensure that repeat complaints are not happening
* Set up and maintain the relevant network with external stakeholders and represent the site towards external parties on quality topics and issues
* Communication with suppliers (claims, corrective measures, analysis of trends)
* Promotes a culture of continuous improvement & learning by teaching and coaching other

**What we look for**

* You have a minimum of 5 years’ experience as QA Manager in Food Retail, Food Production, or similar industry, preferably with fruits & vegetables or protein products
* Bachelor or Master degree preferably in biotechnology or food technology
* Solid knowledge of Food Safety, Quality Assurance & Quality Control systems, processes and procedures(HACCP, Food Safety, Microbiology, Global Cap, etc);
* Someone who wants enjoy working in an innovative, ever changing environment
* Delivery focused and ability to work independently as well as part of a team
* Positive communicator who understands when necessary how to have tough conversations
* Successful track record leading teams and organizational effectiveness
* Driven to achieve highest quality in daily work and constantly improve customer satisfaction
* You enjoy working in an innovative and ever-changing environment
* Team player and good communication skills
* Fluency in English a must

**KPI’s typical for the position**

* Customer complains for quality of products
* Certification audits achievement
* Defined projects achievement / implementation

**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 Values**

* **Customer obsession:** Customer is in the center of our universe. Everything we do, we do for them.
* **Speed:** Better done than perfect. We build, improve and deliver fast.
* **Courage:** We are brave. We are not scared of taking ownership and making decisions.
* **Learning:** We keep learning. Information is power. Change is life and opportunity.
* **Winning:** The market standard is not good enough. We aim to win, be the best, and ahead of the market. We keep innovating.
* **Honesty:** We are open and honest to ourselves, to our teammates, and to our customers. We are able to accept feedback.
* **Optimism:** We fight in a tough environment. The more important it is to have fun and have a helicopter view.
* **Think big:** We are bold and daring in changing the future.