**Quality Assurance Specialist**

Reporting to QA Manager

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/)), and now also 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**

The Quality Assurance Specialist will take care of the highest quality of our products, will be responsible for monitoring, inspecting, and proposing measures to correct or improve processes in order to meet all our quality standards. You should have an eye for detail and be passionate about our product, to ensure that we continue to provide only the best for our customers.

**What we expect from you**

* Supporting 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.
* Be the quality interface with customers, drive the complaint and learning process and ensure that repeat complaints are not happening.
* Creation and control of all quality processes in an online operations playbook (goods receiving, storage, picking, expedition, transport)
* Communication with suppliers (claims, corrective measures, analysis of trends)
* Detailed inspection of incoming products against product specification
* Regular Quality Assurance in house audits, routine inspections and quality tests
* Regular monitoring of temperature and corrective actions
* Regular documentation update, creating audit reports
* State Authorities related Food communication

**What we look for**

* 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.
* Positive communicator who understands when necessary how to have tough conversations
* Ability to learn quickly and adapt to changing environment
* Used to work with lots of data and numbers
* Ability to negotiate between different departments
* 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
* Good knowledge of MS Excel
* Fluent in English on level B2

**KPI’s typical for the position**

* Customer complaints - in%
* Private Brand - % of specification, tests, suppliers control
* Number of Internal checks / audit
* Defined personal projects

**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