**Replacement Specialist**

**Reporting to Main Shift Leader**

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.

**Team Overview**The Inbound team is responsible for managing the entire process of receiving and stocking ordered products. The main task of the team is to organise and coordinate the receipt of goods. They must ensure a fast and efficient stocking process. While working, they always put emphasis on compliance with all hygiene and safety rules. They communicate with the customer and across all company departments. They are not only familiar with every key position in the warehouse but also master it fully.

**Role Overview**

The Coordinator Replacement is responsible for the replacement team, including leadership, motivation, shift planning, and more. You monitor work efficiency, manage stock replacement operations on the floor, and organize them. You report the results of the team's work to your superior and piers, with whom you will have to react fast and actively take decisions to solve issues during the shift. You actively participate in operational innovations and process optimization. You take full responsibility for the stock replacement operation. You are responsible for improving new processes and communicating with the project team. Leading, motivating, and developing your team is an integral part of their work. The Coordinator Replacement provides continuous feedback to his teammates. He/she is in contact with the customer and always try to meet their satisfaction and completeness of the order. He/she understand all the procedures in the warehouse, from the goods reception to storage, picking and delivery.

**What we expect from you**

* Collaborate with the entire warehouse and teams across Inbound, Outbound, and Last Mile.
* Identify the reasons for missing items in Mian WH positions and find solutions to prevent recurrences.
* Work closely with Inbound and Outbound colleagues to avoid picker errors.
* Familiarize yourself with the entire warehouse product assortment and processes.
* Communicate effectively with customers and ensure satisfaction.
* Be available to support any to solve any situations with bad product, new product..
* You have a good connection with your teammates handling special processes (returns into stock, inventory, damaged items) so you can prevent a missing item that could cause a customer replacement.
* Lead the entire replacement operational team

**What we look for**

* Ability to make quick decisions and think “out of the box” when standard methods and processes are not enough.
* Reliability, responsibility, strong drive in continuous improvement.
* You can stay calm and manage priorities when facing to simultaneous problems and difficult situations.
* You can manage conflicts, you are able to simplify and structure complex situation.
* Excellent communication skills.
* You can work with data, manage analysis and interpretation.
* Customer satisfaction is your top priority.
* Experience in team management and motivation.

**KPI’s typical for the position**

* Customer Affecting Replacement below 0.5%
* Customer Non-Affecting Replacement below 6%
* Warehouse Shrink below 0,2%
* Inbound Productivity – 400 pcs / hour
* Inbound Speed - 100% goods inbounded < 10h

**What we offer**

* You will become a part of a company that is changing e-commerce rules in our market.
* You will have great responsibility.
* You will see your ideas come to life at lightning speed.
* Every day will be different, and every day will be a new challenge.
* Your work will be innovative and meaningful.
* Your professional growth and education are essential to us.