**Inbound – Supplier Claims Specialist**

**Reporting to Shift 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/)), 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**

Your main responsibility is to record, process, and close all complaints. You record everything in the internal system and are responsible for the exchange/return of goods. At the same time, you are able to evaluate and analyse the claims and their root causes. This allows you to propose and implement appropriate solutions. On a daily basis, you communicate with external suppliers and Claims Departments, as well as closely with the entire Inbound Department, Purchasing Department, Quality Department, and Financial Department.  
You must be comfortable with entire assortment of products stored in the warehouse, the individual positions where they are physically located, and the sectors.

**What we expect from you**

* You are the main person between external suppliers and the warehouse
* You supervise received, claimed, and returned goods
* You are responsible for checking the quality of delivered goods
* You evaluate the supplier claims and decide on their eligibility
* You provide complete supplier analysis and keep tracking till it is solved
* You are responsible for exchanging/returning claimed goods
* You communicate and cooperate with colleagues across the entire warehouse
* You monitor products in the warehouse delta and address their discovery
* You oversee warehouse shrinkage categories and the accuracy of individual system movements
* You are driving continuous improvement; you bring new ideas on how to improve internal processes
* You are comfortable to issue monthly report showing the trend your KPIs

**What we look for**

* You have experience in a similar position
* You are precise and accountable
* You can quickly make decisions in situations where delivering results is necessary, even when standard methods and established processes are not enough
* 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.
* You have excellent communication and negotiation skills
* You can work with data, manage analysis and interpretation
* Customer satisfaction comes first for you

**KPI’s typical for the position**

* Claims tracker: opened, in process, closed (in KEUR)
* Number of Supplier returns and Process Time in the Warehouse
* Inbound Productivity – 400 pcs / hour
* Inbound Speed – 100% goods processed < 600 mins
* Customer Replacement below 0.5%
* Bad quality of products below 0.5%
* Damage to the products below 0.5% - Warehouse Shrink below 0,2%

**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