**Customer Service Team Leader**

Reporting to Customer Service Director

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**

CS Team Leader oversees the work of the customer service team. The employee in this position is one of the key roles of the company and the link between the customer. It receives and processes complex orders, inquiries or complaints from customers regarding ordered items, products or couriers.

**Role Overview**

1. **Manages his customer care team and ensures the fulfillment of KPIs**

● Leads and develops people in his team - regular 1: 1 with all team members

● Guarantees the fulfillment of team KPIs and passes them on to his superior

● Daily division of labor

● Answering complicated questions and direct feedback. Communication with customers who have complicated complaints or want to talk to a superior

● Orients in regular reports and statistics and manages important pro-customer tables

● ensures good mood and motivation (motivational competitions, job changes, everyone does something different every day

● Preparation data for wages - continuously evaluates the quality of work of operators in the team, at the end of the month checks the data for the variable component of wages based on KPI fulfillment

● Self-education and development

● Control of customers who complain at regular intervals, communication with them or mining.

● Informs his team about the news and how they are doing in compliance with KPIs

● Passes important information from the team to the company

● Responsibility for updating manuals and methodologies - approval with the supervisor

● Prepares regular weekly meetings for what it is needed to improve, once a month the company's goals are discussed and why

● Orients in the normal activities of operators.

**2. Attendance planning:**

● Attendance is always planned so that there is a sufficient number of operators and the teamKI is adhered to

● Planning English lessons for the team.

**3. Social networks:**

● monitors the reactions of zp operators on social networks, such as Facebook, Twitter or Instagram.

On social networks, it ensures that all comments that require answers are answered:

● It ensures that the answers are on average within an hour.

**4. Communication with other departments:**

● Co-operates with all departments in the company

● Orients in current events in the company - events, etc.

● Resolution of crisis situations

● Minor administration - control twisto obj and others.

**5. Ensuring the quality of customer service**

● Provides assistance to new or less experienced operators

● Monitors CSAT results of its team

● passes feedback on bad evaluations

● cooperates with external call center - monitors the speed and quality of call handling in cooperation with external call center superiors

● Can conduct training for beginners in the absence of a trainer

**Customer Support Manager Deputy**

● Ready to assist the direct superior of the customer department with customer support activities, whether with individual projects or presence in their presence.

**What we look for** (please fill)

● customer orientation

● this position requires mentoring and coaching skills

● Experience in communicating with customers - customer care, support or service

● Multitasking

● working with Google Docs

● Czech language in words and writing at the level of a native speaker

● English in words and writing

● Patience, empathy, common sense

● ability to give feedback

● Structured thinking

**KPI’s typical for the position** (please fill)

* Fulfillment of 95% admissibility (the customer must call as much as possible)
* Measuring the speed of email responses (first question within 3 hours)
* Correct team operation (full coverage)
* percentage of positive reviews from customers is 95% and more (CSAT)

**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 company events

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