**Team Leader – Outbound**

Reporting to 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 outbound team is responsible for managing the entire order completion process. The key task of the order completion team is to ensure a quick and efficient order completion process. A particular focus is placed on ensuring that the orders are complete, the quality of the food is maintained and the time taken to complete this process is minimised. The order completion team has a significant impact on the satisfaction of the end customer, who expects to receive the food ordered in the quantity, time and quality as requested.

**Role Overview**The team leader assists in ensuring the smooth operational running of the warehouse. They liaise with the shift leader, manage the work of all warehouse associates in the order completion department and coordinate the employees of our suppliers as well. The team leader monitors work efficiency, productivity data analyses error and pro-actively solve and preventing them. They also report the results of the work that has been carried out to their team and actively contribute to operational innovation and process optimisation. **What we expect from you**

* To ensure that orders from our customers are efficiently processed
* To pay special attention to quality and ensure a smooth working environment for our warehouse staff
* To be responsible for delays in the warehouse
* To confidently handle inquiries from our warehouse staff, assisting our shift leaders in managing daily operations
* To ensure that standards are maintained
* To be responsible for the number of orders and monitoring the availability of slots
* To be active in the management of all warehouse associates from the order completion department and skeleton staff
* To open/close slots and adjust the workload at specific times
* To thrive in an autonomous and dynamic role

**What we look for**

* You can make quick decisions in situations where standard methods and established processes fall short in order to deliver results
* You can remain calm and deal with the large number of stimuli and situations that occur in the warehouse
* You are fair when addressing frequent interpersonal disputes or in unclear situations
* You have excellent communication skills
* You are good at working with data and you can understand the causes resulting from and the connections hidden behind the numbers
* Customer satisfaction is your top priority
* You take part in the initial training of new employees and the ongoing training of existing employees
* You encourage professional development, motivate and give feedback to your team and have regular 1:1 meetings with its members

**KPI’s typical for the position**

* Refunds affecting the customer below 0.5%
* Delays of 0 minutes
* Poor quality of products below 0.5%
* Damage to the products below 0.5%
* Order incompleteness below 0.5%
* Perfect orders 95%
* Unavailability of slots 10%

**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