**Training Manager - Warehouse**

Reporting to **Warehouse 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**

Our team of trainers helps newcomers to understand all warehouse processes. It is important for us to make their adaptation in the workplace as smooth as possible. We teach them the ins and outs of how the warehouse works. We can answer most theoretical and practical questions newcomers might have. We take an individual approach to all our newcomers. We pay attention to their skills development and observe the potential of new and existing employees. We prepare and conduct warehouse training, create individual adaptation plans and focus on feedback. Our goal is to observe the potential of each individual employee and to constantly assist them in fulfilling that potential.

**Role Overview**

The training manager is responsible for leading trainers and training and supervising and supporting new and existing employees. They cooperate intensively with the HR department during the onboarding of newcomers and accompany them through the entire adaptation process. They are responsible for the entire training scheme, methodology and expertise of the trainers. They monitor newcomers' performance, their adaptation and understanding of the functioning of the warehouse as well as warehouse processes. Together with the operations managers, they continuously optimise warehouse processes. They lead and motivate trainers and help with their professional development. They establish action steps to improve the quality of training and make it more efficient. They constantly monitor adherence to warehouse processes as orders pass through the warehouse. They communicate closely with the warehouse manager and report training results to them. They actively develop and implement new training processes. You will help your teams to develop the right team dynamics and create a great place to work, you will continuously push for better and faster performance and you will be a right hand to your business manager for goals setting, performance evaluation and people development.

**What we expect from you**

* To be in charge of the whole process of training employees across warehouse departments (work processes/procedures)
* To ensure that initial training is provided
* To manage the newcomers' adaptation process
* To lead the team of trainers
* To create training plans
* To monitor the quality of professional development and education
* To motivate employees and provide feedback
* To offer suggestions on how to optimise and improve training based on the needs of the participants
* To develop performance improvement measures for underperforming employees
* To evaluate the effectiveness of the training
* To be responsible for the quality and expert knowledge of the trainers, to have regular 1:1 meetings with them
* To be an everyday ambassador of our culture and imprint the culture into every aspect of how we build business together
* To be a “go-to” person for things big and small
* To be an advocate of learning, growing and pushing boundaries for all your teams

**What we look for**

* An open minded person who is fast, result oriented, structured, analytical, diligent and attentive to people’s needs, who likes to work with new apps and is keen on trying new technologies
* You can make quick decisions in situations where standard methods and established processes fall short in order to deliver results
* You have plenty of energy to work in a challenging environment and know how to pass that energy on to other people
* You are not only a leader, but a team player too
* You motivate your team members and develop and support their individual potential
* 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 experience in developing training methodology and its implementation
* You know how to engage with people, enthuse them and convey information well to them
* You have excellent communication skills
* Customer satisfaction is your top priority
* Graduates with one to two years of experience in fast-paced environments are welcome, as long as they have at least a year of experience with training
* Somebody who is not afraid to roll up their sleeves and get on with any task
* A self-starter, able to work independently and deliver without a support of a large team
* Someone with passion for high level of customer orientation

**KPI’s typical for the position**

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**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