




VACANCY

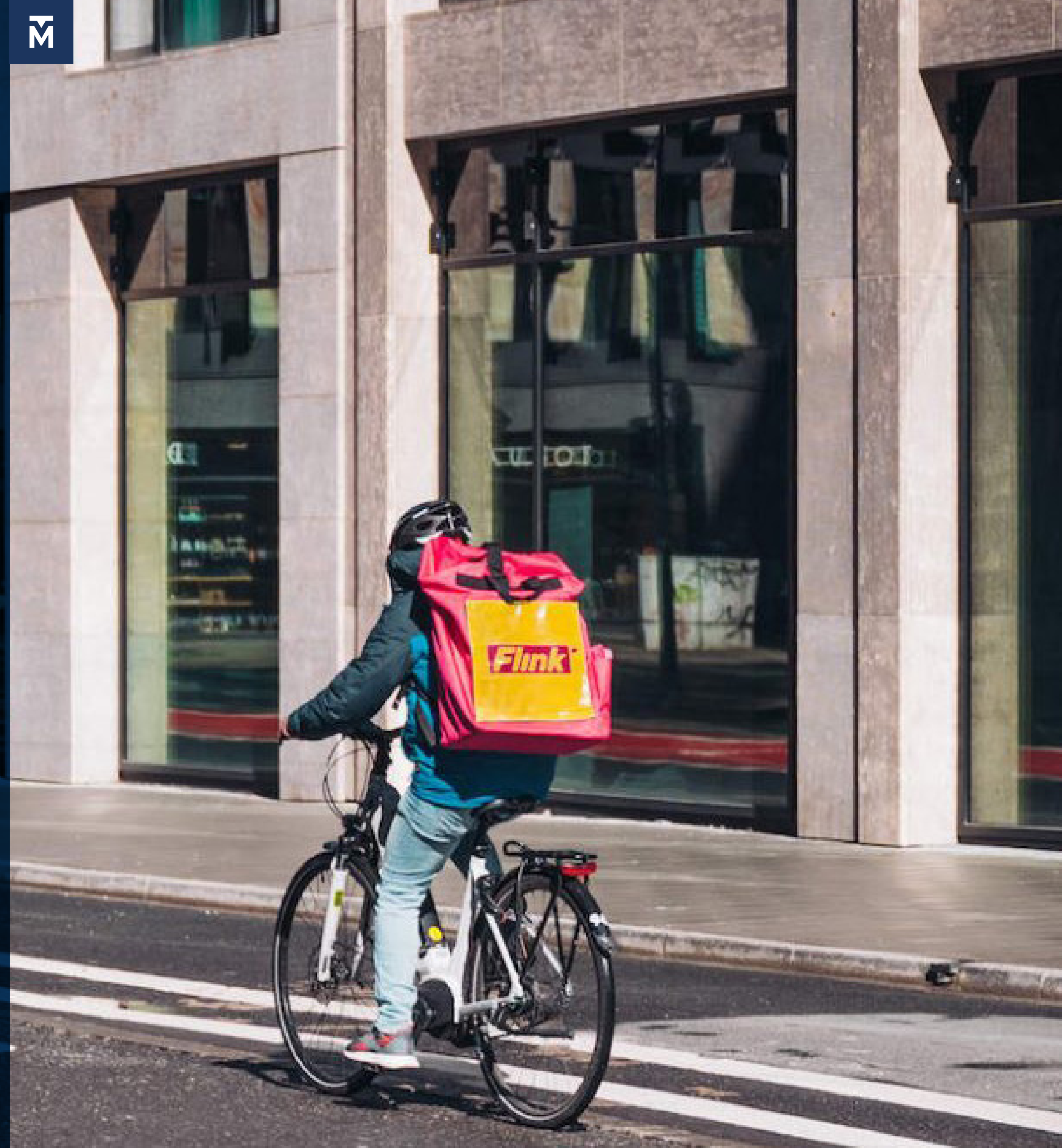
# Operational Performance Manager

## Requirements

- Over 3 years work experience
- In operations or planning
- Planning tools
- Google Sheets or MS Excel
- Analytical
- Pragmatic
- Fluent in Dutch and English



**Flink stands for a revolution in how we do groceries. The Berlin-based start-up delivers groceries from its own network of fulfilment centers to customers in less than 10 minutes. Operational Performance Manager will ensure that Flink Netherlands meets that 10-minute promise.**





## ABOUT THE COMPANY

# Flink

Technology and the Covid-19 pandemic created an opportunity for the on-demand grocery delivery industry. Multiple start-ups rose to the challenge. One of them is Flink, founded in December 2020 by three German entrepreneurs. The Berlin-founded start-up has been growing rapidly since day one. These past ten months, the start-up launched more than 35 delivery hubs in 17 cities, reaching over three million customers directly. The company raised a \$240 million Series A funding and is on track to become the fastest in Europe. Funds are used to fuel roll-out efforts throughout the Benelux region, Germany, Austria and France.

### Quick, quicker, quickest

Flink means 'quick' in German. That moniker doesn't only apply to the ten-minute delivery time slot the company promises, but also to the pace at which the start-up is rolling out new fulfillment hubs: a new one is opening up every two days. From these hubs, Flink delivers a selection of more than two thousand high-quality products to consumers' homes as soon - 'flink' - and as sustainable as possible: on electric bikes and using packaging that can be recycled. Additionally, Flink aims to deliver 100% organic products. The company culture is best described as international, dynamic, transparent, and with flat hierarchies.

At present, Flink has hubs in a growing number of cities in the Netherlands, including Amsterdam, Almere, Delft, Groningen, Rotterdam, Tilburg, The Hague, Haarlem, Utrecht and Delft. Its ultimate ambition is to be present in all major cities in the Netherlands. The office in Amsterdam is home to a young and driven team.



VACANCY

# Operational Performance Manager

**The Operational Performance Manager sets the strategy, implements and continuously improves the company's workforce management. Ensuring optimal planning is crucial to guarantee the company can meet its 10-minute promise, resulting in happy customers while balancing efficiencies.**

The decisive Operational Performance Manager takes various factors impacting planning into account – time of day, time of year, holidays, weather conditions – and integrates them into an efficient planning strategy and subsequent plans.

The Operational Performance Manager will need to make decisions that directly impact performance of the business based on imperfect information. Following that, learnings need to be gathered to ensure continuous improvement. This job combines a focus on today's performance with setting Flink up for success in the long run.

The tech-savvy Operational Performance Manager is part of the Operations Team (10 fte) and reports directly to Philippe Vischjager, Head of Rider Operations. The role is an exciting opportunity for an energetic team player to join one of Europe's fastest-growing start-ups. ■



**Interested?** Flink has appointed Top of Minds to fill this vacancy. To express your interest, please contact Vivian Linker at [vivian.linker@topofminds.com](mailto:vivian.linker@topofminds.com).