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PR/118026 | Operations Manager

Job Information

Recruiter[JAC Recruitment UK](#)**Job ID**

1542480

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Netherlands

Salary

Negotiable, based on experience

Refreshed

May 27th, 2025 10:45

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Position Title:

Operations Manager – International Logistics & Fulfilment
(Future Branch Leader Candidate)

Department:

Warehouse/Logistics / Supply Chain

Location:

[The Netherlands] – Rotterdam

Reports To:

Deputy Branch Manager / Headquarters in Amsterdam

Purpose of the Role:

The Operations Manager is responsible for leading daily fulfilment and logistics operations at our Rotterdam center. This includes managing warehousing, inventory, shipping coordination, and last-mile delivery for both B2B and e-commerce clients. The role focuses on operational efficiency, team performance, and customer satisfaction.

This position is designed as a strategic pipeline to future branch leadership. Candidates with proven leadership skills and a strong operational mindset will be considered for future promotion to Deputy or Branch Manager as part of our succession planning.

Key Responsibilities:

- Oversee daily fulfilment operations including receiving, storage, picking/packing, and outbound processing.
- Supervise operational teams: warehouse staff, logistics coordinators, shipping administrators.
- Manage cross-border shipping activities including coordination with couriers and customs brokers.
- Ensure operational KPIs are met: on-time shipping, order accuracy, inventory accuracy, and handling time.
- Monitor and improve warehouse layout, workflow, and standard operating procedures.
- Collaborate with IT to ensure system integration and WMS/TMS functionality for smooth operations.
- Plan staffing and shift schedules based on forecasted volumes and seasonal peaks.
- Coordinate with external partners (3PLs, carriers, vendors) and ensure SLA compliance.
- Support continuous improvement activities using Lean tools or small-scale automation initiatives.
- Act as site leader during the absence of the Deputy Branch Manager.
- Maintain adherence to safety standards and international compliance (customs, VAT, Incoterms, etc.).
- Contribute input to budget planning and vendor evaluation (as appropriate).

Key Requirements:**Education & Experience:**

- Bachelor's degree in Logistics, Supply Chain Management, Business, or related field. (Equivalent professional experience may be considered.)
- Minimum 5 years' experience of operation manager, fulfilment center operations, or international shipping.
- Prior experience in team leadership or supervisory role within warehousing or logistics operations.

Skills & Competencies:

- Strong leadership and team coordination skills.
- Hands-on knowledge of fulfilment processes, warehouse systems, and inventory management.
- Familiarity with cross-border shipping, customs clearance, and EU trade compliance.
- Solid understanding of WMS/TMS systems; comfortable with digital tools and reporting.
- Native Dutch and business level of English.

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#citylotterdam

Company Description