



PR/159241 | Operation Manager

Job Information

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

1548194

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

July 8th, 2025 16:37

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

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1. Warehousing Operations

- Manage all aspects of inbound and outbound warehouse activities, including receiving, storage, order fulfillment, and dispatch.
- Ensure efficient utilization of warehouse space and maintain accurate inventory records.
- Monitor and report on key performance indicators (KPIs) such as order accuracy, inventory turnover, and warehouse productivity.
- Uphold compliance with safety, health, and hygiene standards.

2. Freight Forwarding

- Coordinate international and domestic shipments across air, sea, and land freight.
- Collaborate with customs brokers, carriers, and shipping lines to ensure timely clearance and delivery.

- Verify the accuracy of shipping documentation, including Bills of Lading, commercial invoices, and packing lists.
- Optimize freight costs through strategic carrier selection and route planning.

3. Team Leadership

- Lead, train, and motivate warehouse and logistics personnel to meet operational goals.
- Conduct regular performance evaluations and support staff development initiatives.
- Ensure adequate staffing levels to meet business demands.

4. Customer Service & Relationship Management

- Partner with sales and customer service teams to fulfill client expectations.
- Address and resolve operational issues and customer complaints promptly and professionally.
- Foster strong relationships with key clients and service providers.

5. Process Improvement & Compliance

- Review and enhance standard operating procedures (SOPs) to improve efficiency.
- Apply lean methodologies to reduce waste and streamline operations.
- Ensure adherence to industry regulations, including customs laws, ISO standards, and internal policies.

6. Reporting & Budgeting

- Prepare and present regular operational reports to senior management.
- Monitor departmental budgets and implement cost-saving measures.

Job Requirements

- Bachelor's degree in Logistics, Supply Chain Management, Business Administration, or a related field.
- 5–7 years of experience in warehousing and freight forwarding operations.
- In-depth knowledge of international shipping procedures, Incoterms, customs regulations, and warehouse systems.
- Proficiency in warehouse and transport management systems (WMS, TMS).
- Strong leadership, communication, and problem-solving abilities.
- Capable of working under pressure and managing multiple priorities effectively.

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Company Description