



## PR/110054 | General Manager Operations-Tapukhera

### Job Information

**Recruiter**

JAC Recruitment India

**Job ID**

1577541

**Industry**

Logistics, Storage

**Job Type**

Permanent Full-time

**Location**

India

**Salary**

Negotiable, based on experience

**Refreshed**

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### General Requirements

**Minimum Experience Level**

Over 10 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

None

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### General Manager Operations

#### Role Overview

The General Manager – Operations will lead end-to-end logistics and operational functions, ensuring seamless execution across supply chain operations, transportation management, warehousing, planning, and customer service. This role requires strong leadership capability, deep exposure to high-volume and multi-location logistics environments, and an ability to work effectively within a Japanese corporate culture known for discipline, quality, and continuous improvement.

#### Key Responsibilities

##### A. Operations Leadership & Strategy

- Provide strategic direction and operational leadership across logistics, warehousing, transportation, supply chain coordination, and production planning (PPC).
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Develop and implement long-term operational plans aligned with organizational goals, productivity targets, customer requirements, and Japanese quality standards.

Strengthen operational processes through Lean, Kaizen, and continuous improvement methodologies.

#### B. Multi-Location Operations Management

Lead large, complex, multi-location operations, ensuring consistency in performance, compliance, and service levels.

Drive standard operating procedures (SOPs) across all sites for efficiency, safety, and quality.

Oversee manpower management, shift operations, dispatch planning, and timely delivery performance.

#### C. Team Leadership & Capability Building

Manage and mentor senior managers, AGMs, and people managers across multiple sites.

Build high-performance teams through structured training, capability development, and performance management.

Foster a culture of discipline, respect, Kaizen, and teamwork aligned with Japanese work ethics.

#### D. Labour & Compliance Management

Oversee contract labour operations (1000+ workforce) including productivity, attendance, compliance, and safety.

Ensure adherence to labour laws, statutory norms, safety standards, and risk-mitigation guidelines.

#### E. P&L Ownership & Financial Governance

Own operational P&L, ensuring cost optimization, productivity improvement, budget compliance, and financial discipline.

Lead cost-reduction initiatives across logistics, transport, warehousing, manpower, and asset utilization.

Implement governance mechanisms to monitor KPIs, risks, operational gaps, and compliance requirements.

#### F. Stakeholder & Customer Management

Manage key customer accounts, ensuring high satisfaction levels, SLA adherence, and proactive problem resolution.

Liaise with Japanese stakeholders, requiring cultural sensitivity, structured communication, and transparency.

Collaborate cross-functionally with HR, Finance, SCM, Transport, and IT to resolve operational challenges.

#### G. Business Development & New Initiatives

Support new business development through operational proposals, costings, feasibility analysis, and start-up leadership.

Drive automation, digital tools, and process digitization in alignment with Japanese corporate standards.

Lead transformation initiatives to enhance safety, efficiency, and customer experience.

### 3. Candidate Profile

#### Education & Experience

Bachelor's degree in engineering; MBA preferred.

20+ years of operations experience in logistics, automotive, or 3PL sectors.

Strong experience managing large multi-location teams and senior-level managers.

Proven capability in handling high-volume contract labour and labour-law knowledge.

Hands-on experience in P&L management, cost optimization, operational governance, and risk management.

#### Technical & Behavioural Competencies

Expertise in logistics operations, warehousing, transport network management, and PPC.

Strong analytical mindset with business acumen and financial discipline.

Excellent communication skills, including experience working with Japanese leadership teams.

Demonstrated capability in transformation, process excellence, and efficiency improvements.

High emotional intelligence, cultural adaptability, and a disciplined approach to leadership.

#### Additional Preferences

Exposure to Japanese work culture or prior experience in a Japanese organization.

Industry experience in Automotive, Auto Components, or 3PL strongly preferred.

Should be below 50 years of age (as per typical leadership hiring norms, if applicable).

### 4. Key Performance Indicators (KPIs)

On-time delivery performance and service-level adherence

Cost per unit reduction and budget compliance

Productivity improvements and warehouse/transport KPIs

5. Work Conditions

- 6-day working structure (as per Japanese/industry standards).
- Travel required between operational sites, customer locations, and regional offices.
- High level of coordination with Japanese stakeholders—requires flexibility and cross-cultural communication skills.

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## Company Description