



マレーシアの求人なら
JAC Recruitment Malaysia

PR/160843 | E-COMMERCE OPERATIONS MANAGER- High-volume logistics / fulfillment center with a leading international brand

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1604916

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

September 8th, 2026 02:00

General Requirements

Minimum Experience Level

Over 3 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

Company Overview

Our client is seeking a highly driven and analytical E-Commerce Operations Manager to lead the design, optimization, and governance of end-to-end logistics processes across fulfillment centers, stores, and last-mile delivery operations.

This role is responsible for ensuring the efficient, reliable, and cost-effective flow of shipments from first mile to last mile through strong process control, data-driven decision-making, and continuous improvement initiatives.

Key Responsibilities

- Lead continuous improvement initiatives across e-commerce fulfillment, logistics, and returns operations.
- Design and optimize end-to-end logistics processes to improve efficiency, service levels, accuracy, and cost performance.
- Develop and standardize SOPs, workflows, and operational control mechanisms across logistics networks.
- Monitor and analyze key operational KPIs, driving corrective actions and performance improvements.
- Identify operational bottlenecks and implement sustainable solutions to enhance productivity and customer experience.
- Manage capacity planning and resource optimization, including manpower, equipment, and volume balancing.
- Improve warehouse, store fulfillment, transportation, and last-mile delivery performance.
- Develop operational dashboards and reporting tools to support data-driven decision-making.
- Lead Lean, Kaizen, and continuous improvement projects to enhance operational excellence.
- Ensure compliance with safety, quality, and operational governance standards.
- Collaborate with cross-functional teams to achieve service, cost, and scalability objectives.
- Lead, coach, and develop a team of approximately 40 personnel, including direct management of up to 5 team members.

Job Requirements

- Minimum 5-8 years of experience in logistics, supply chain, e-commerce fulfillment, warehouse operations, or related operational environments.
- At least 3 years in a leadership or managerial role leading large operational teams.
- Proven track record in process optimization, operational excellence, and performance management.
- Strong knowledge of warehouse operations, transportation management, fulfillment processes, and last-mile delivery networks.
- Experience with capacity planning, resource optimization, and operational analytics.
- Proficiency in data analysis and reporting tools such as Excel, Power BI, Tableau, or equivalent platforms.
- Knowledge of Lean, Six Sigma, Kaizen, or continuous improvement methodologies is highly preferred.
- Strong people management and coaching skills.
- Excellent stakeholder management and communication abilities.
- Strategic thinking with strong execution capability.
- Results-oriented mindset with the ability to thrive in a fast-paced environment.
- Strong problem-solving and decision-making skills supported by data and operational insights.

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Company Description