



JAC Recruitment

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JAC Recruitment Malaysia

PR/160913 | LAST MILE MANAGER - with a leading international brand warehouse function in Johor Bahru

Job Information

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

1607167

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

August 25th, 2026 04:00

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 a warehouse for a well-known international brand. They are seeking a Last Mile Manager to lead and optimize end-to-end delivery operations across e-commerce platforms, ensuring a seamless customer experience from order fulfillment to final delivery.

Key Responsibilities

- Develop and scale fulfillment operations to support business growth and sales forecasts.

- Drive operational excellence by establishing and monitoring KPIs for warehouse teams and logistics partners.
- Manage third-party courier performance through regular reviews and continuous improvement initiatives.
- Analyze the customer journey from order processing to delivery, identifying opportunities to improve speed, quality, and customer satisfaction.
- Collaborate with internal stakeholders, including Technology, Customer Service, and Supply Chain teams, to enhance operational capabilities.
- Lead cost optimization initiatives while maintaining a scalable and efficient delivery network.
- Identify and implement innovative last-mile solutions to improve service levels and customer value.

Job Requirements

- Good command of English, both written and spoken.
- Experience in logistics, fulfillment, transportation, last-mile delivery, or customer service operations.
- Strong analytical, problem-solving, and troubleshooting skills.
- Detail-oriented with excellent organizational and planning abilities.
- Proven ability to build strong relationships with internal and external stakeholders.
- Self-motivated and comfortable working in a fast-paced, dynamic environment.
- Experience managing logistics vendors, courier partners, or delivery operations is highly preferred.

#LI-JACMY

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Company Description