



PR/118705 | Operations Supervisor (International Logistics & Contract Logistics)

Job Information

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

1607825

Industry

Logistics, Storage

Job Type

Permanent Full-time

Location

Netherlands

Salary

Negotiable, based on experience

Refreshed

August 18th, 2026 11:05

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

Position Title

Operations Supervisor (International Logistics & Contract Logistics)

Hands-on / Playing Supervisor Role

Location

Rotterdam, The Netherlands

Reporting Line

Reports directly to the Operations Manager, Rotterdam Branch

Compensation

Annual Salary: €50,000 - €52,000 gross per annum, including: 8% Holiday Allowance+13th Month Payment

Salary will be determined based on experience and qualifications.

Position Overview

We are seeking an experienced and proactive Operations Supervisor to support the stable operation and continuous improvement of our Contract Logistics (CL) business in Rotterdam. Reporting directly to the Operations Manager, this role serves as the operational second-in-command and plays a critical part in ensuring smooth day-to-day activities across:

Warehouse Operations

Logistics Administration

Customer Service

This is not a purely supervisory warehouse role. The successful candidate will work closely with operational staff, administrative teams, and customer service functions, while actively participating in daily operations and supporting the Operations Manager in leading the overall operation.

Key Responsibilities

1. Daily Operations & Warehouse Management

- Oversee daily warehouse operations, including receiving, storage, picking, packing, and shipping activities.
- Provide direction, supervision, and support to warehouse personnel.
- Monitor operational performance, quality standards, and workplace safety.
- Actively participate in operational tasks when required to support the team.
- Handle first-line responses to operational issues, such as shipment delays, inventory discrepancies, and shipping errors.
- Optimize workforce allocation and work priorities according to operational requirements.
- Ensure adherence to SOPs and provide coaching and training to operational staff.

2. Logistics Administration & Customer Service Coordination

- Coordinate activities between Warehouse Operations and Logistics Administration teams.
- Monitor and follow up on administrative processes relating to inventory, inbound/outbound logistics, and transportation.
- Respond to day-to-day customer inquiries related to Contract Logistics services.
- Communicate with customers regarding shipment status, delays, inventory matters, and service-related issues.
- Conduct initial investigations and first-line responses to complaints and operational exceptions.
- Escalate significant issues to the Operations Manager when necessary.

3. Team Leadership & Performance Management

- Provide day-to-day coaching, guidance, and support to team members.
- Monitor productivity, service quality, operational performance, and KPI achievement.
- Deliver training for new employees and facilitate cross-training within the team.
- Promote effective communication and collaboration across Warehouse, Logistics Administration, and Customer Service departments.
- Identify operational improvement opportunities and make recommendations to the Operations Manager.
- Support the implementation and follow-up of process improvements, SOP updates, and operational initiatives.

Role Expectations

- Execute and manage daily operations in line with the direction and objectives set by the Operations Manager.
- Coordinate activities across Warehouse Operations, Logistics Administration, and Customer Service functions.
- Balance hands-on operational involvement with team supervision responsibilities.
- Make informed first-line decisions regarding routine operational matters.
- Escalate critical issues appropriately with clear facts and recommendations.
- Lead daily operations and maintain operational continuity in the absence of the Operations Manager.

Required Qualifications

- Practical experience in Logistics, Warehousing, or Contract Logistics operations.
- Previous experience as a Team Leader, Supervisor, or in a similar people-management role.
- Strong understanding of warehouse operations with the ability to work hands-on when necessary.
- Experience or familiarity with Logistics Administration and/or Customer Service functions.
- Ability to investigate and resolve routine operational issues independently.
- Professional working proficiency in English for both internal and customer-facing communication.

Preferred Qualifications

- Experience in B2B Contract Logistics and Distribution operations.
- Hands-on experience in Logistics Administration.
- Experience managing B2B customer relationships and customer complaints.
- Working knowledge of Warehouse Management Systems (WMS).
- Experience with KPI management, SOP enhancement, and process improvement initiatives.
- Experience working in or leading multicultural teams.
- Dutch language skills.
- Ideal Candidate Profile

The ideal candidate is a hands-on operational leader who can serve as the trusted deputy to the Operations Manager.

He or she will:

- Translate management direction into effective operational execution.
- Take ownership of operational challenges and drive practical solutions.
- Understand the end-to-end logistics operation beyond warehouse activities alone.
- Lead by example and earn credibility through active involvement in daily operations.
- Communicate issues proactively and escalate appropriately.
- Remain calm, collaborative, and solution-oriented under pressure.
- Promote compliance with company policies and SOPs.
- Demonstrate ambition and potential to progress into a more senior operational leadership role, such as Operations Manager, in the future.

We regret to inform applicants that only shortlisted candidates will be notified. Thank you for your understanding.

- #LI-JACUK

#cityrotterdam

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Company Description