



Operations Manager - Logistics, Rotterdam

Dutch and English, Full time on-site work

Are you a hands-on operations leader who can stabilize, structure and lead logistics operations from the front line?

Our client is a global logistics and transportation company headquartered in Japan, with operations in the Rotterdam area. They are currently seeking an experienced Operations Manager to stabilize and strengthen their local logistics operations while improving overall customer service quality.

This is a hands-on leadership role responsible for overseeing warehouse operations, logistics administration and customer service. The successful candidate will not only manage operations but also actively participate in day-to-day activities while maintaining overall operational control and structure.

This role requires a professional who can balance operational execution with strategic oversight, ensuring stable, efficient and customer-focused logistics operations.

Key Responsibilities

Warehouse & Logistics Operations

- Oversee and manage end-to-end warehouse operations including receiving, storage, picking, packing, and shipping
- Actively participate in daily operations when required (hands-on / playing manager)
- Manage warehouse staff including task allocation, progress monitoring, quality control and safety
- Monitor and manage operational KPIs such as On-Time In-Full (OTIF), inventory accuracy and lead time
- Design, implement and improve Standard Operating Procedures (SOPs)
- Handle operational issues and develop preventive measures to avoid recurrence
- Plan and coordinate workforce allocation during peak periods

Customer Service & Operational Coordination

- Handle customer complaints and irregular cases
- Communicate professionally with customers regarding operational matters
- Identify operational issues from a customer service perspective and implement improvements

Requirements

- Bachelor-level education (HBO), preferably in Logistics or Supply Chain
- Fluency in Dutch and English
- Practical experience in logistics, warehouse operations or contract logistics (B2B environment)





- 1-3 years of experience as an Operations Manager, Supervisor or similar leadership role
- Hands-on experience in both warehouse operations and customer service
- Experience with KPI management and operational performance analysis
- Proven ability to make decisions and resolve operational issues

Preferred Qualifications

- Experience in international logistics or freight forwarding
- Experience with Warehouse Management Systems (WMS)
- Experience restructuring or stabilizing operations in smaller organizations
- Experience managing multinational teams

Ideal Candidate Profile

- Strong hands-on leadership mindset
- Able to think structurally and improve operational processes
- Calm and decisive under pressure
- Values teamwork and operational discipline

Working Conditions

- Full-time on-site position
- Competitive salary depending on experience
- 25 paid holidays
- Holiday allowance and bonus scheme
- Transportation allowance
- Company pension scheme

Please feel free to call Ms. Yumiko Miyajima (+31.6.14690830) for more information or you can apply for this job by sending your CV to info@miyajimarecruitment.com.

