



Operations Supervisor – Contract Logistics

Location: Rotterdam, Netherlands

Working Arrangement: On-site

Position Type: Hands-on Operations Supervisor

Reporting to: Operations Manager – Rotterdam Branch

About the Role

We are looking for an experienced Operations Supervisor to support stable, efficient, and high-quality operations within our Contract Logistics (CL) activities in Rotterdam. Our client is a global Japanese logistics and transportation company headquartered in Tokyo.

Reporting directly to the Operations Manager, Rotterdam Branch, you will act as the No. 2 and right-hand person to the Operations Manager, supporting and coordinating Warehouse Operations, Logistics Administration, and Customer Service.

This is a hands-on, playing-supervisor role. You will be actively involved in daily warehouse operations while providing direction to the team, coordinating priorities, resolving operational issues, and ensuring smooth communication between warehouse, administration, and customer service functions.

The position is ideal for someone who combines practical logistics experience with leadership capability, initiative, and a strong sense of responsibility. It also offers a clear opportunity for someone with the ambition and potential to progress toward a future management position.

Key Responsibilities

Warehouse & Daily Operations

- Manage and coordinate daily receiving, storage, picking, packing, and shipping activities.
- Provide clear work instructions and manage staffing, workload, priorities, quality, productivity, and safety.
- Actively participate in warehouse operations when required.
- Ensure compliance with SOPs, company policies, and operational standards.
- Train, guide, and support warehouse employees in their daily activities and procedures.
- Take the initial lead in resolving operational issues such as shipping delays, inventory discrepancies, incorrect shipments, and other irregularities.
- Investigate operational problems, establish the facts, assess the situation, and take appropriate initial action.
- Escalate serious or significant issues to the Operations Manager with clear facts, proposed actions, and relevant information.

Logistics Administration & Customer Service

- Coordinate effectively between Warehouse Operations, Logistics Administration, and Customer Service.





- Follow up on administrative processes related to receiving, shipping, inventory, and deliveries.
- Respond to daily customer inquiries regarding shipments, delays, inventory, and other operational matters.
- Support the initial handling of customer complaints and operational irregularities.
- Ensure accurate and timely communication between internal teams and customers.
- Follow up on outstanding operational and administrative matters to ensure proper resolution.
- Report and escalate significant customer or operational issues to the Operations Manager when required.

Team Supervision & Leadership

- Provide daily direction, coaching, and support to operational staff.
- Monitor work progress, quality, productivity, safety, and relevant KPIs.
- Train new employees and support cross-training within the team.
- Ensure team members understand and correctly follow SOPs and company policies.
- Facilitate effective communication between Warehouse Operations, Logistics Administration, and Customer Service.
- Lead by example by working alongside the team and maintaining a practical, hands-on approach.
- Ensure smooth operational continuity when the Operations Manager is absent.

Continuous Improvement

- Identify operational issues, inefficiencies, and opportunities for improvement.
- Propose practical solutions and improvement measures to the Operations Manager.
- Support the implementation of operational improvements, new procedures, and SOPs.
- Contribute to improving service quality, productivity, efficiency, and customer satisfaction.
- Monitor the effectiveness of implemented improvements and provide feedback to management.

Required Qualifications & Experience

- Holding a valid Dutch work permission.
- Bachelor's degree in Logistics, Transport, Supply Chain, or a related field is preferred but not required.
- Minimum 5 years of practical experience in logistics, warehouse operations, Contract Logistics, or distribution operations, preferably within freight forwarding or logistics companies.
- Minimum 1 year of experience supervising or leading employees, for example as a Team Leader, Supervisor, or in an equivalent role.
- Strong practical understanding of warehouse operations and willingness to work hands-on.
- Good understanding of Logistics Administration and/or Customer Service processes.





- Ability to effectively implement the Operations Manager's direction and policies and act as their right-hand person in daily operations.
- Ability to independently establish facts, assess situations, and take appropriate initial action on routine operational issues.
- Good judgment regarding when to act independently and when to consult or escalate to management.
- A proactive, problem-solving mindset, with the ability to take initiative rather than simply report problems.
- Ability to provide clear instructions, guidance, and feedback while working alongside the team.
- Good understanding of SOPs and company policies, with the ability to communicate and implement them effectively in English.
- Strong sense of ownership, responsibility, and accountability.
- Ambition and willingness to take on greater responsibility and progress toward a future Manager-level position.

What We Offer

- Annual salary: based on experience and skills
- Company pension scheme
- 100% reimbursement of commuting costs
- 25 paid vacation days per year
- Working hours: 08:30–17:00 (including lunch break)
- Overtime payment, where applicable
- Opportunity to develop toward a future management position

Why Join Us?

This is an excellent opportunity for an experienced logistics professional who wants to move beyond purely operational execution and take on a broader leadership role. As the No. 2 and right-hand person to the Operations Manager, you will have the opportunity to gain broader exposure to warehouse operations, logistics administration, customer service, team leadership, performance management, and continuous improvement.

You will also have the opportunity to take on increasing responsibility and develop toward a future management position based on your performance, initiative, and leadership potential. If you are a practical and proactive logistics professional who enjoys solving problems, leading by example, and taking responsibility, we would like to hear from you!

For more information, please contact Ms. Yumiko Miyajima at +31 6 14690830. To apply, please send your CV to info@miyajimarecruitment.com.

