



Job Description for Operations Executive

Location: Liège, Belgium

We are currently seeking a highly motivated and detail-oriented individual to join our team as a Operations Executive. This position is based in Liège, Belgium. As a Operations Executive, you will play a vital role in assisting our agents in overseeing and optimizing the operations of our express delivery and e-commerce services. Your primary responsibilities will involve supervising and monitoring logistics activities, ensuring quality standards are maintained. Previous experience in the logistics industry is preferred, and fluency in English and Chinese is required, with proficiency in additional languages such as French or other minor languages being a plus. Proficiency in MS Office is also expected.

Responsibilities:

1. Assist agents in supervising and coordinating express delivery and e-commerce operations, ensuring efficient and timely service.
2. Monitor the performance of logistics agents and provide guidance to ensure adherence to operational standards and quality improvement.
3. Collaborate with internal teams and external partners to address any logistical issues and optimize delivery processes.
4. Maintain accurate records and documentation of logistics activities, including shipment details, inventory reports, and customer communications.
5. Monitor and track shipments to ensure on-time delivery and promptly address any issues or delays.
6. Implement quality control measures to enhance the overall quality of logistics operations.
7. Stay up-to-date with industry trends and regulations, making recommendations for process improvements and cost-saving opportunities.

Qualifications:

1. A diploma or degree in logistics, supply chain management, or a related field is preferred.
2. Fluent in both English and Chinese, with proficiency in additional languages such as French or other languages being highly advantageous.
3. Strong knowledge of logistics operations, including express delivery, e-commerce, and quality management.
4. Proficiency in using MS Office applications, including Excel, Word, and Outlook.
5. Excellent organizational and multitasking skills, with the ability to prioritize tasks and meet deadlines.
6. Effective communication and interpersonal skills to collaborate with internal teams and external partners.
7. Detail-oriented mindset with problem-solving abilities.
8. Ability to work independently as well as part of a team.

We offer competitive compensation and benefits packages, along with opportunities for growth and professional development in a dynamic and fast-paced industry.

Please apply with your updated resume and a cover letter explaining why you are a good fit for this position. Application to be sent to line manager Robin Li email address: robinbaohua.li@kex-sf.com