

JOB DESCRIPTION

Job Title: **e-Commerce Handling Manager BE**
 Direct Manager: OPS Director
 Division / Line of Business: Ops Department
 Location: BE

MAIN JOB OBJECTIVE

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Coordinate and optimize ecommerce operations across Belgium, starting at LGG and expanding to BRU, by ensuring performance monitoring, client communication, SLA compliance, and continuous improvement, while supporting strategic growth and fostering cross-team collaboration.

Act as the primary operational point of contact for e-commerce clients after the Sales process, ensuring seamless coordination of operations, continuous improvement, and strategic growth. This role bridges client expectations and operational execution, driving performance, compliance, and future expansion plans.

JOB RESPONSIBILITIES

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Client & Communication

- Serve as the first operational contact for the client after Sales, ensuring smooth onboarding and ongoing communication.
- Establish and maintain clear communication channels between clients and internal teams (shared files, pre-alerts, Teams, WhatsApp, calls).

Operational Coordination

- Coordinate daily e-commerce operations at LGG without direct reporting lines from Ops teams.
- Monitor performance against SLAs and implement corrective actions when needed.
- Ensure operational processes are documented, optimized, and continuously improved.
- Track non-performance and follow up with relevant stakeholders.

Analysis & Reporting

- Generate, analyze, and present performance reports (weekly/monthly) internally and to clients.
- Formalize processes and create structured feedback loops for improvement.

Strategic Development

- Collaborate with management to design growth plans for e-commerce operations at LGG, including second-line warehouse options.
- Support the development of business cases for expansion and profitability improvement.
- Implement approved growth plans and coordinate new activities as they launch.

The responsibilities of this role include:

- Phase 1A - LGG
 - Follow-up daily performance
 - Key aspects: Airside transfer (to be implemented) - BD/sorting/scanning - Customs process - Truck loading
 - Master client's digital environment
 - Be POC for clients and for WFS LGG team
 - Prepare/monitor/continuously improve operational processes together with ops dept leadership. Ensure and monitor staff training & retraining. Track non-performance
 - Hands-on mentality, get the job done, both daily and structurally
 - Finetune and manage SLAs - ensure internal knowledge and compliance

- Generate/analyse/present structural performance reporting (vs SLAs) and set up performance feedback loop
 - To/with client
 - Internally, to/with relevant ops teams
- Weekly/monthly performance reporting (incl. internal communication) and meeting & follow-up on action items together with ops dept leadership
- Agree on & set up coordinated and performant communication channels between clients and WFS (shared file/emails/prealerts/Teams/WhatsApp/call...)
- Actively stimulate the "1-team" mentality between wh/office/subco, create tools/actions to develop this & monitor improvement
- Define and implement continuous improvement measures
- Monitor financial performance & ensure profitability / come up with strategy to improve financial performance (if applicable)
- Phase 1B - LGG
 - Draft LGG ecomm growth strategy incl. 1st /2nd line options, and support to convert this into a business case proposal towards upper mgt.
 - Implement above in case growth business case gets approved
- Phase 2 - when opportunity arises - Implement ecommerce handling in BRU

REQUIREMENTS

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- Excellent communication and influencing skills
- Operational orientation and pragmatic
- Results Orientation
- Keen to learn deeply about operations
- Hands-on and curious
- Strong at formalizing
- Certifications, Accreditations or any other specific and technical skills needed
- Flexibility in working hours. Coordination of operations and communication outside of office hours.

COMPETENCIES

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- Strong understanding of logistics and operational processes, with a pragmatic and hands-on approach.
- Ability to monitor performance, manage SLAs, and drive continuous improvement through structured reporting.
- Skilled in coordinating communication between clients and internal teams, ensuring alignment and responsiveness.
- Capable of formalizing processes and translating operational needs into clear actions.
- Promotes collaboration across teams and contributes to a unified work culture.
- Financially aware, able to support profitability and suggest improvement strategies.
- Curious and eager to learn, with a proactive attitude and readiness to support future expansion.
- Fluency in English and French (spoken and written)

Please send your motivation and CV to recruiting.be@wfs.aero