

Operations Manager

Job Responsibilities:

The ideal candidate will have the ability to create and maintain an efficient system of operation to support the business needs. The candidate should be comfortable multitasking and working cross-functionally with different business units. The ideal candidate will have previous experience in related fields.

Operation & Customer Services

- Oversee the operation, customer service, bookstore operation and inventory.
- Ensure smooth & efficient supply chain of the entire operation.
- Plan and strategize supply chain management to suits the needs and changes of the environment from time to time, and align it to company business direction.
- Provide suggestion and review SOP from time to time according to the suitability and needs for the changes.
- Supervise, lead and provide guidance the team for the daily works.
- Prepare relevant reports, data analysis with recommendation to the management on monthly bi-weekly or monthly basis.
- Prepare & update printing status report on weekly basis.
- For customer services session, identify customers issues, develop action plan to resolve the matter on timely basis.
- Collect feedbacks/questionnaires from customers and recommend improvement for the quality of services to provides to customers.
- Prepare ISO reports on operation & customer services area on yearly basis.
- Liaise with relevant external parties – printers, customers, transporters etc. in a professional manner.
- Ability to liaise and resolve issues with internal parties – sales team, printing pic, finance & credit control, warehouse team etc.

Inventory management

- Lead the inventory team in managing inventory levels for all product lines, proper documentation & approval of stocks in, stocks transfer, stocks out, stocks adjustment.
- Ensure inventory is adequate for all distribution channels and can cover direct demand from internal customers.
- Ensure accuracy of the physical stocks with the live inventory list.
- Prepare inventory list for management on monthly basis.
- Prepare data analysis on inventory with minimum resources and provide sound recommendation to the management.
- Manage inventory of fast moving & slow-moving goods to improve customer service and lower total cost.
- Fully involved in the stock take procedures and planning, products & raw material.
- Work closely with warehouse & logistic team for any inventory checking, billing and verification.

Job Requirements:

- Candidate must possess at least Diploma or Bachelor's Degree in any field.
- Minimum 3-4 years working experience in operation or customer service managerial role.
- Strong communication skills in both spoken and written English and Bahasa Malaysia.
- Must be fluent in Mandarin and / or others dialect.
- Computer literature with Microsoft Office knowledge.

Required document:

Interested candidates are requested to write in with:

- Updated resume stating qualifications, work experience, current and expected salary with a recent passport-sized photography;
- Transcripts from SPM to current level;
- NRIC photocopy;
- Latest 3 months payslip.