

Operations Manager

As Operations Manager, you are responsible for the European planning departments (groupage, LTL, FTL, intermodal, and express transport) as well as the cross-dock operation at our Venlo location. You take the lead in optimizing daily operations and achieving strategic objectives.

You directly manage four Business Unit Managers and indirectly oversee approximately 110 colleagues, reporting to the Site Manager. In this role, you combine tactical insight with operational decisiveness: you monitor processes, optimize performance, and ensure that customers experience the quality KLG promises. You are responsible for leading, coaching, and motivating teams while achieving ambitious operational goals. In addition, you optimize financial performance and both internal and external KPIs across your departments. You are the driving force behind an efficient, safe, and customer-focused operation.

What will you do?

- Provide tactical and operational leadership, coaching, guidance, motivation, and management to the planning departments and the cross-dock operation;
- Make decisions regarding the daily progress of operations, focusing on both short-term and long-term objectives, and mediate in issues and escalations;
- Continuously improve work procedures and processes by focusing on people, systems, and workflows, while encouraging initiatives that contribute to safer, more effective, and more efficient operations;
- Drive the digitalization and automation of logistics processes and take ownership of the Transport Management System (TMS), including optimization and further development;
- Analyze departmental (financial) results on a monthly basis and prepare improvement proposals and recommendations;
- Implement new customer accounts in collaboration with the Sales and Supply Chain departments;
- Contribute to determining carrier rates and pricing structures;
- Monitor procurement strategies, processes, and supplier performance;
- Initiate and participate in Monthly Business Reviews (MBRs) and Quarterly Business Reviews (QBRs), representing KLG during these sessions;
- Act as the AI Lead Agent from the operations department.

What does KLG Europe offer?

- A professional team with whom you achieve results and can look back on your workday with satisfaction;
- Employment with a growing and financially healthy logistics service provider where values and standards have played a significant role for decades;
- A competitive salary based on full-time employment, supplemented by attractive secondary benefits such as a mobile phone, laptop, and optionally a company car;
- A flat organizational structure with short communication lines;
- A pension plan with BeFrank (part of Nationale-Nederlanden);

- Several company activities and events organized throughout the year;
- Focus on training and personal development opportunities;
- An informal and enjoyable working atmosphere with room for initiative and creativity;
- A dynamic, international, and innovative work environment.

You can also watch our video about working at KLG Europe: [Working at KLG Europe](#)

Your Profile

- Completed Bachelor's degree (HBO level), preferably in Logistics, Supply Chain Management, or a related field;
- At least 5 years of experience in a similar senior management role within logistics, groupage, or transportation operations;
- Strong leadership skills with proven empathy and the ability to build and maintain relationships at all levels of the organization;
- Ability to translate vision and strategy into operational processes and take a solution-oriented approach;
- Strong analytical and problem-solving skills, with an affinity for digitalization and automation;
- Entrepreneurial mindset, strong sense of responsibility, commercial awareness, and excellent negotiation and presentation skills;
- Excellent verbal and written communication skills in Dutch and English; German is considered an advantage.

About KLG Europe

KLG Europe is a global logistics service provider that successfully combines the strengths of a multinational company with the culture of a family-owned business. Our people are our most important asset and form the foundation of our company and success. KLG Europe stands for Borderless Logistics, offering employees limitless opportunities alongside a stable and supportive professional home. We actively invest in the growth and development of our employees

Location

Venlo

Interested?

Can you see yourself building a career at KLG Europe? Send your application to: sollicitaties@venlo.klgeurope.com

For questions, please contact Linsey van Leeuwen (HR Manager), Tel. +31 77 324 50 58. For more information we kindly invite you to visit our website www.klgeurope.com or www.werkenbijklg.nl.