

Site Manager

Location: Waalwijk

Are you an experienced leader with a passion for logistics, people, and customer relationships? Do you thrive on leading large operational teams, driving continuous improvement, and creating a customer-centric organizational culture?

Help Build One of the Most Dynamic Logistics Sites in the Netherlands!

KLG Europe is looking for a **Site Manager** for its Waalwijk location. At this site, we work every day on a long-term partnership with a strategically important customer. This is a key position within the organization, with full responsibility for the site's operational performance, customer satisfaction, employees, and financial results. The role requires entrepreneurship, collaboration, continuous improvement, and a strong focus on quality and customer experience.

You will not only be responsible for today's performance but will also shape the future development, positioning, and long-term sustainability of the Waalwijk site.

What will you do?

As **Site Manager Waalwijk**, you will lead a complex logistics operation where warehousing, value-added services, and transportation come together daily for a strategically important and demanding customer. The success of the site largely depends on the ability to serve this customer optimally and continuously respond to changing requirements, ambitions, and market developments.

You will translate both KLG's strategic ambitions and the customer's objectives into an efficient, safe, and future-proof operation. You will look beyond the day-to-day activities and actively contribute to the long-term development of the Waalwijk site. Your focus will not only be on KPIs but, above all, on customer satisfaction, continuous improvement, and sustainable growth.

You will create an environment where people take ownership, departments collaborate effectively, and the customer remains at the center of everything we do.

Leadership & Organization

- Directly managing two Operations & VAS Managers, a Quality Manager, an Engineering Manager, a Management Assistant, a Facility Employee, and Finance & Administration Support.
- Developing managers and employees while fostering a culture of ownership, collaboration, and results orientation.
- Being visibly present on the work floor and creating structure, clarity, and engagement throughout the organization.
- Taking ultimate responsibility for the daily operation of the site.

Customer Satisfaction & Relationship Management

- Ensuring that our strategic customer consistently receives the expected level of quality, flexibility, and service.
- Acting as the operational escalation point for our most important customer
- Understanding the customer's business, objectives, and challenges and translating these into concrete operational improvements.
- Promoting a customer-centric culture where every department operates with the same customer focus.
- Building a sustainable partnership and contributing ideas for future logistics developments.

Operational Excellence

- Delivering agreed KPI targets in the areas of safety, quality, service, and productivity.
- Working closely with the Operational Account Manager Transport to align warehouse and transport activities and jointly deliver an excellent customer experience.
- Driving operational excellence, process optimization, and the efficient deployment of people and resources.

Financial Performance

- Being responsible for the site's operational results.
- Actively managing profitability, productivity, and cost control.
- Analyzing performance and translating improvement initiatives into measurable results.
- Monitoring operational margins together with Finance, Account Management, and Supply Chain Management.

Continuous Improvement & Innovation

- Initiating and implementing improvement projects.
- Leveraging opportunities in automation, digitalization, and process optimization.
- Collaborating with Engineering, IT, QESH, and Supply Chain Management to develop the logistics solutions of tomorrow.

What Do You Bring?

You are a natural leader who inspires and motivates people. You combine strong analytical skills with decisiveness and have experience working in environments where close collaboration with strategic customers is essential. You have proven strengths in stakeholder management, communication, and connecting different departments.

In addition, you have:

- Bachelor's degree or Master's degree level (HBO+/WO);
- At least 10 years of experience in logistics, supply chain, or contract logistics;
- At least 5 years of experience in a leadership role with full operational responsibility;
- Experience in warehousing and logistics services;
- Experience with P&L responsibility;
- Strong financial and analytical capabilities;
- Experience with organizational development and change management programs;
- Excellent command of both Dutch and English.

What Does KLG Europe Offer?

At KLG Europe, you will have the opportunity to play a key role within a growing international logistics organization.

We offer:

- A position with significant responsibility and impact;
- The opportunity to actively shape the future development of the site;
- A professional management team and specialist support departments;
- The chance to work with leading international customers;
- An entrepreneurial organization where initiative is highly valued;
- Competitive employment conditions appropriate to the level of the role;
- Extensive opportunities for personal development and career growth.

Why KLG?

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 valuable asset and form the foundation of our company and success.

KLG Europe stands for Borderless Logistics. We offer our employees not only limitless opportunities but also a stable home base. We invest in the growth and development of our people, helping them achieve their full potential.

Check out our video about working at KLG Europe: [Werken bij KLG Europe](#).

Interested?

Can you see yourself building a career with KLG Europe? Then send your application to sollicitaties@waalwijk.klgeurope.com.

For questions, please contact Mathilde Sol, telephone **+31 6 28 85 15 39**.

For more information, please visit www.klgeurope.com or www.werkenbijklg.nl.