

POSITION DESCRIPTION

Position : Operations Manager APAC

Reports to: Operations Director, APAC
FLSA Status: Exempt
Prepared by: Stephen Keung
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General

The Operational Manager has full responsibility over all operations processes, including depot operational activities and infrastructure in the APAC region. All APAC Operations personnel report to the Operations Manager.

Main responsibilities

- Issuing and monitoring of booking for both ROF and New Production.
- Issuing and monitoring of preclear and redelivery bookings.
- Assisting in on-line preclear pilot testing.
- Handling and monitoring Gate-buy preclear and redelivery.
- Creation of new gate-buy depot in Rental
- Monitoring depot inventory, including issuing weekly global ROF depot stock
- Assisting in monitoring depot performance including turn time, EDI, and daily operations issues.
- Manage Operations Assistance and Coordinators, including new hire training.
- Work on Team motivations, improvements, goal setting and Team members overall wellbeing.
- Implementing change in policies and change in company direction.
- Handling Customer Ops related Enquiry
- Ensure quality of booking and redeliveries processes across the region.
- Resolve self-billing discrepancies with the depots and Accounts Payable.

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Qualifications / Skills

- Bachelor's degree in business administration or in another related field or equivalent practical experience.
- A minimum of 5 years' experience in managing vendor relationships ideally in the transportation, shipping or container leasing shipping or leasing industry.
- Experience working and managing multi-cultural teams and vendors in the Asia Pacific region.
- Excellent communication, presentation, and interpersonal skills.