

Executive, Logistics

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Company: PUMA

Location: Thailand

Category: other-general

YOUR MISSION

WAREHOUSE MANAGEMENT:

Monitor and ensure daily operation runs smoothly and highlight any issue to be resolved to the right party.

Working with 3PL on pick-pack correct and fulfilled the order.

Monitor productivity of the operation and process to ensure every B2C orders is fulfilled within the Handover KPI **(minimum 98% to be hand overed within SLA)**

Follow up with 3PL on Return Orders to ensure orders are received in system within 3 days after physical is received.

To run checking on the problematic return and communicate with right party to resolve the technical/system issue.

Arrangement of any Value-Added Service such as gift for special occasion or products.

Planning on sales campaign based on volume forecast and arrange with 3PL on any overtime operation necessary to handle the high volume of sales during campaign.

Ensuring the consumable items are sufficient all time.

TRANSPORTATION MANAGEMENT:

Monitoring warehouse loading to ensure no stocks has left over.

Ensuring 3PL save load manifest in the share folder daily.

Schedule/ arrange Collection with Warehouse on Return Collection

Monitoring the return been pickup and reach warehouse on time.

Follow up with LMP on pickup time and justify if OT for handover is necessary if LMP arrive later than warehouse operation hours.

INVENTORY MANAGEMENT and SYSTEM INTERGRITY

Reconcile open order (KE) from SAP against WMS.

Identify root caused and provide solution to respective action party to close the Open KE in SAP.

Run checking and work with 3PL to identify the temporary missing inventory.

Ensuring inventory quantities are always sufficient during the sales campaign based on HERO (Hot Item) to maximum order fulfillment.

Monitoring and ensuring milestone status is updated in OMS.

Ensure 3PL EDI Milestones to Order Management System (OMS) timely and correctly.

Monitoring and follow-up with Customer Service Enquires posed to 3PL.

Increase and maintain end customer satisfaction.

Coordinate between 3PL and Customer Service team to close customer dissatisfaction with our products or service.

REPORT and OTHER

Prepare monthly analysis for B2C operation (Outbound, Return, Actual vs Forecast and analysis for campaign performance)

Attending monthly KPI review with 3PL warehouse to review monthly performance and discuss any issue or improvement.

Checking on monthly B2C billing and highlight to 3PL if there is any amendment required and finally submit for payment process.

YOUR TALENT

Bachelor's degree in Logistics or relevant studies

Minimum 3 years of relevant experience in Logistics & Transportation Management.

Microsoft Office (Word, Excel, Power Point, Access)

Good written and spoken English.

Analytical Thinking/Problem Solving.

SPEED & SPIRIT

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