



Operations Director/Head Of Operations

Job Type

Full-time – Onsite, Bleiswijk

About Us

At IT Solutions Worldwide BV, we keep businesses moving forward with smart tech, bold ideas, and a passion for automation. We help companies work faster, better, and smarter within their operations. Our team is a self-starting, dynamic group of great minds who thrive by finding the best possible solutions for our clients.

We are an international team with offices in the Netherlands and Asia, bringing together creative minds and subject experts from around the world. Whether it's optimizing operations or implementing automations, we support our clients throughout their journey to grow.

If you are ready to lead, solve, and drive meaningful change, you will love being part of our team.

Responsibilities

- Lead end-to-end operations across warehousing, logistics, supply chain, and back-office support
- Manage relationships with third-party logistics (3PL) providers and outsourced warehousing partners
- Oversee inbound stock receiving, replenishment, inventory accuracy, and space utilization
- Ensure smooth movement of stock between warehouses and physical stores
- Coordinate with B2C carriers for timely, cost-effective last-mile deliveries and manage returns logistics
- Align supply and demand in collaboration with planning and buying teams
- Monitor stock availability, buffer levels, and lead times to minimize out-of-stock situations
- Lead operational support teams responsible for order processing, customer logistics queries, and after-sales support
- Ensure accuracy of operational data across systems and alignment between logistics, commercial, and finance teams
- Track and report on operational KPIs (cost, speed, service level) using ERP, WMS, BI, and Excel tools
- Identify and drive process improvements that enhance efficiency, service, and cost control
- Implement SOPs and foster a culture of accountability and operational excellence
- Lead the Sales & Operations Planning (S&OP) process and cross-functional coordination

Skills

- Minimum 5 years of experience in operations or supply chain management, preferably in



retail, wholesale, or building materials

- Experience working with 3PLs, B2C carriers, and managing omnichannel fulfillment operations
- Familiar with handling high-SKU volume and bulky/complex logistics environments
- Strong commercial awareness and hands-on operational expertise
- Skilled in stakeholder management and supplier coordination
- Proficient in using ERP, WMS, BI tools, and Excel for analysis and reporting
- Deep understanding of supply chain, logistics flows, and retail distribution
- Solutions-oriented, collaborative, and comfortable leading in fast-paced settings
- Detail-driven while maintaining a strategic overview

Benefits:

- Competitive salary package above the market standard
- Generous base salary up to €7,000 per month
- Company-provided car
- Performance-based incentives
- Career development and internal growth opportunities
- Opportunity to lead operations in a fast-growing omnichannel environment
- A dynamic, international work culture
- A fun, supportive team and collaborative environment