

Senior Warehouse Specialist, eLISA LKU

Your tasks

Manage Market Warehouses ensuring process compliance, efficiently fulfilling Service Levels and high customer satisfaction.

1. Warehouse Management

- Implement and monitor quality processes for all warehouse functions.
- Manage complaints across all product groups (POGs).
- Ensure service providers follow specifications; update if needed.
- Align local procedures with global standards.
- Develop new procedures for warehouse teams.
- Conduct internal and external audits.
- Create improvement concepts for mid- and long-term competitiveness.
- Ensure service provider capacity meets demand.
- Maintain proper documentation in quality management systems.

3. Warehouse Operations

- Handle downgrading, scrapping, and track progress.
- Coordinate meetings for blocked stock resolution.
- Manage returns and related processes.
- Clean stock discrepancies between SAP systems (P52 & EWM).
- Analyze system data for process improvements.
- Use BI tools for data analysis.
- Address quality issues and track progress.

4. Cost Management

- Support supervisor for preparation of the budget and cost management
- Track and maintain approved special service requests and rates.
- Process additional service requests for cost transparency.
- Review and approve all warehouse handling invoices.
- Continuously look for cost optimization opportunities.

5. KPIs & Reporting

- Optimize inventory KPIs (stock accuracy, zero-pick, utilization rates).
- Prepare inventory reports (blocked stock, slow movers, loss & found).
- Define corrective actions for deviations.
- Plan inbound/outbound processes for efficient shift planning.

6. Annual Stock Count

- Ensure annual stock count process is organized, reconciled, and documented for finance.

7. Complaint Management



Job ID
REF92702B

Location
Petaling Jaya

Leadership level
Leading Self

Job flexibility
Onsite Job

Legal Entity
Continental Tyre PJ Malaysia Sdn. Bhd.

- Support escalation of complaints beyond specialist level.

8. ESH (Environment, Safety & Health)

- Ensure service providers meet ESH requirements.
- Maintain SOPs and conduct regular ESH training.
- Promote awareness and exemplary safety behavior.

9. Process Improvement (CBS)

- Identify improvement areas.
- Plan and execute improvements with measurable outcomes.
- Participate in projects to enhance supply chain capabilities.

10. Others

- Support projects for competitive advantage.
- Manage consumables (labels, airbags, cardboard).
- Lead or support process improvement actions.
- Conduct audits as needed.

11. Systems & Reporting

- Oversee SAP EWM and related systems as key user.
- Perform housekeeping activities.
- Analyze system data for improvements.
- Use BI tools for reporting & create dashboards

12. Compliance & Safety

- Ensure compliance with laws and safety standards.
- Conduct safety training.
- Investigate accidents and implement preventive measures.

13. Warehouse Sizing Logic

- Prepare data, analyze sizing logic, and propose scenarios to management

Your profile

- Bachelor's degree or equivalent in Business Administration, with a focus on Transport Studies or Distribution and Logistics.
- Minimum of 3-5 years of demonstrable experience in warehouse and distribution logistics operations.
- Proven track record in implementing process automation and technology deployment to enhance operational efficiencies.
- Proficiency in project management methodologies is highly desirable.
- Demonstrated ability to influence and lead without direct authority.
- Exceptional stakeholder management skills, including the ability to effectively collaborate with various internal departments and external service providers.
- Substantial experience working within an international corporate environment is essential.

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