Operations Manager - Marine Logistics

In marine and cruise logistics, things move fast. Schedules change, priorities shift and customers need solutions, not excuses. At Blue Water, this is where we are at our best: understanding the situation, bringing the right people together and finding a solution that works.

Our Marine & Cruise operation in Rotterdam already has an experienced team and a solid operational foundation. We are now looking for an Operations Manager who can build on that foundation, strengthen the day-to-day operation and help move the team and business forward.

You will lead an international team of colleagues and work closely with our wider Marine & Cruise organisation across countries and offices. This is not about starting from scratch. It is about seeing what works, identifying what can work better and turning improvements into everyday practice. Your role is to create the conditions for people to perform at their best. That means being visible, listening to the team and providing clear direction when needed.

Where you will make a difference

Your responsibility is to ensure a stable, efficient and customer-focused operation in Rotterdam. You will create direction for the team, set clear priorities and make sure that transport, warehousing and customer service work together. At the same time, we expect you to look beyond today's operation. Where are the bottlenecks? Which handovers create unnecessary complexity? How can we make our service more consistent across teams and offices?

The Rotterdam operation is part of a wider international Marine & Cruise setup. You will therefore work across organisational and geographical boundaries, sharing knowledge and developing solutions together with colleagues from other Blue Water offices.

Success will not only be measured by how the operation performs today. It will also be seen in the team's development, the quality of collaboration and the improvements that become part of the way we work.

Together with your team, you will:

- Lead and coordinate the daily Marine & Cruise logistics operation
- Set priorities, allocate resources and support the team when plans change
- Improve cooperation between transport, warehousing and customer service
- Map, simplify and standardise processes where this creates real operational value
- Handle escalations with a clear focus on solutions, communication and learning
- Develop the team through clear expectations, feedback, coaching and involvement
- Use operational insights and data to improve service, quality and efficiency
- Strengthen cooperation and knowledge-sharing with Blue Water's Marine & Cruise colleagues across offices and countries

You will report to the Managing Director T&L Netherlands and work closely with customers, carriers, suppliers and operational partners.

What you bring

You understand marine and cruise logistics operations and know that strong customer service depends on many details working together. You are comfortable balancing people leadership, operational priorities and continuous improvement.

We expect that you bring:

- Solid experience freight forwarding experience
- Knowledge of marine or cruise logistics and the operational needs of customers
- People-management experience, including coaching and employee development
- A good understanding of the connection between transport, warehousing and customer

service
•Experience improving operational processes and workflows
•The ability to prioritise and make decisions in a changing operational environment
•Confidence working across countries, cultures and organisational boundaries
•Good written and spoken English
A relevant education in freight forwarding, transport or logistics is useful, but practical industry experience and a strong understanding of operations may be equally relevant.

Interested?

For questions about the role, please contact Managing Director T&L Netherlands, Michael Leentjes.
We review applications on an ongoing basis, so we encourage you to apply as soon as possible.

A family-owned business with the world as our workplace

Blue Water started in Esbjerg in 1972. Today, we are an international company, but the way we work is still built around strong relationships, trust, responsibility and finding solutions together. It is about building trust, taking responsibility and understanding that the small details can have a significant impact on the bigger picture.
We are ambitious about where Blue Water is heading. But as we develop the company, improve profitability and prepare for the future, we want to remain true to who we are.
We are represented by more than 80 offices in 30 countries worldwide, combining a strong global network with local expertise. Every day, our 2,800 employees present a broad range of services, from standardised solutions delivered with optimal user and customer focus, to tailor-made projects with co-created solutions for unique customer needs.