



POSITION DESCRIPTION

POSITION TITLE: Operations Coordinator

ADVERT TITLE: Operations Coordinator

LOCATION: MALAYSIA PHILIPPINES VIETNAM

ASW COMPANY OVERVIEW

ASW is creating the world's most talented international family through hiring and growing talent into long-term careers with Australian companies. ASW is a recruitment and talent specialist, that partners with Australian companies to help them build highly capable international teams. We enable Australian companies to meet their business goals by accessing and retaining premium talent in emerging markets and giving that talent the opportunity to grow, learn and develop. Together we embed international teams into respected Australian businesses, both functionally and culturally, to deliver enduring and transparent people solutions.

THE OPPORTUNITY

Our partner, is a Fast growing, venture-backed health tech and wellness start-up. Leverage technology to simplify consumer health, starting with personalized vitamin and supplement recommendations based on people's unique diet, lifestyle, and health goals — delivered monthly to their doorstep.

They are seeking a passionate and proactive individual to join their team in Manila. As an **Operations Coordinator** within their Operations (Supply Chain and Logistics) department, you'll be engaged in the day-to-day management of the order processing and delivery network, along with undertaking project work to address significant operational challenges, such as expanding logistics footprint and enhancing the last-mile delivery experience.

KEY RESPONSIBILITIES

- Coordinate daily order processing workflow ensuring orders are processed accurately and on time.
- Communicate with the 3PL production facility about day-to-day order production timelines and delays.
- Weekly reporting and monitoring of order processing outcomes
- Work closely with the Customer Care team to ensure each order is processed and delivered correctly on time, and with the best possible order experience.
- Assist in coordinating with suppliers for order confirmations and delivery timelines for incoming orders of products & packaging.
- Help manage and track purchase orders, ensuring accuracy in order quantities and specifications in our internal inventory system.



POSITION DESCRIPTION

- Regularly update and maintain inventory records and files, tracking stock movements and correctly inputting inbound deliveries
- Maintain supplier and product information in our inventory database.
- Assist in analyzing shipping costs and providing input for cost-saving and performance improvement measures.
- Assist the Customer Care team with inbound queries about orders and deliveries.

SKILLS, EXPERIENCE & QUALIFICATION

- Bachelor's Degree Graduate of any related field.
- 3-5 years' experience in supply chain or logistics as an Operations / Supply Chain / Logistics Coordinator
Experience in E-commerce, direct-to-consumer, and/or businesses with product inventory and fast order-to-delivery turnover experience in the health supplements, pharmaceutical, and FMCG industries is a plus.
- Ability to work with highly detailed systems and administrative work. This requires solid attention to detail and outstanding organizational and coordination abilities.
- Able to work autonomously and take a proactive approach to problem-solving, while also following policies and procedures.
- A team player, you thrive to learn and grow, and love working with others.
- Strong communication skills with the ability to communicate clearly and efficiently with a broad range of different stakeholders and styles.
- Highly proficient with Excel and Google Sheets for reporting and daily administrative tasks.

ASW OFFERS

- A diverse, inclusive, and supportive company culture.
- Competitive remuneration.
- Opportunity to collaborate and work with global clients and stakeholders.
- Medical benefits.
- Great Paid Leave entitlements.
- Team outings, travel opportunities, company parties/events, and other exciting activities.
- Exposure to an international environment, working with people across Malaysia, Vietnam, the Philippines, and Australia.
- Industry and role-related training.
- Ongoing career opportunities.