

# Executive - Operations

Sri Lanka

---

## JOB DESCRIPTION


- Leading the team towards achieving client KPI's and their expectations while being the part of the operation team.
- Living the ADV values and setting up an example to the team in order to sustain business ethics.
- Overlook the entire operations
- Attending to relevant forums such as planning meetings, internal cluster review meeting, review meetings with customers, internal support teams and 3<sup>rd</sup> party suppliers in order to ensure that all customer requirements are serviced to their expectations.
- Resolve internal & external customer complains
- Attending all customer complaints as per the company guidelines by coordinating with the relevant parties to solve them to keep the customer satisfied.
- Responsible for generating all reports to be furnished to clients and forwarding them to ensure all timelines agreed on reporting are met.
- To act as the point of dissemination of information in order to facilitate quality decision making and execution of same.
- To ensure tacit knowledge is retained within the operations team through regular knowledge sharing and job rotation (relevant to cluster head downwards)
- conduct quarterly supplier evaluations and communicate its progress & monitor improvements to ensure to increase their rating which would help in improving service standards of the company
- Responsible to comply with safety and quality standards, company and client SOPs and audit requirements by coordinating with the safety and audit teams through supervising people, process, systems to create safe and quality work environment.

## KNOWLEDGE AND SKILLS

- At Least 3 years Experiences/inventory management environment
- Pass GCE A/L and Diploma in Supply Chain Management
- Concept Knowledge in MARK/SAP/JDE, Accounting
- A well organized, methodical hardworking individual with good communication skills.
- Sound Knowledge on WMS and ERP
- Ability to handle pressure and deliver on time
- Ability to work with Ms Office Packages

[APPLY NOW](#)

## JOB INFO

Job Identification	2025
Posting Date	05/23/2025, 04:44 PM
Apply Before	06/06/2025, 12:00 AM
Job Schedule	Full time
Locations	 408 A, Kelaniya , LK