

POSITION OF DEPARTMENT WITHIN ORGANISATION:

Cross Ocean B.V. was established in 1979 and has always maintained a close relationship with the Chinese COSCO Group. Since 2017, we have been a full member of the COSCO Shipping Group, giving our customers direct access to the services of one of the world's largest logistics companies. Cross Ocean B.V. is located in the heart of the Rotterdam business district at Weena 256, from where we operate our Logistics Services Department. The company is fully owned by COSCO SHIPPING (Europe) GmbH. This ownership provides access to the extensive and unique service portfolio of COSCO SHIPPING, enabling us to offer global transport solutions for any type of cargo—small or large, LCL/FCL, project cargo, or breakbulk.

Managing the transport of the cargo is the core responsibility of our Logistics Services Department. Whether the shipment is large or small, containerized or breakbulk, standard or highly specialized, we identify and coordinate the most suitable and efficient transport solution for its needs. By working exclusively with carefully selected and trusted subcontractors, we oversee the entire logistics process—from the initial point of pick-up to the final place of delivery. This includes planning the optimal transport mode, ensuring compliance with all operational and safety requirements, monitoring progress throughout the journey, and proactively addressing any potential issues that may arise. Our service extends beyond the physical movement of cargo. We also manage the complete digital information flow associated with each shipment, ensuring accurate documentation, smooth handling of all required customs formalities, and seamless communication between all parties involved.

PURPOSE OF THE ROLE:

As Team leader, you are responsible for managing and developing a team of (Senior) Operators and Assistant Operators. You oversee the planning and execution of daily operations, ensure accurate and efficient handling of tasks, and coach your team to deliver consistent, high-quality results. You act as the main escalation point for complex issues and lead continuous improvement efforts to enhance service delivery and internal collaboration.

KEY RESPONSIBILITIES:

- Lead, coordinate, and support the daily activities of the logistics and forwarding team.
- Oversee the complete handling of forwarding files—from order acceptance through to invoicing—with a strong focus on accuracy and efficiency.
- Identify operational issues early, take corrective actions, and ensure smooth order execution.
- Coach, mentor, and train new and existing team members, fostering a high-performance and collaborative working environment.
- Conduct performance reviews and follow-up meetings with team members.
- Demonstrate strong leadership skills to effectively guide, motivate, and develop the team.
- Maintain effective communication with customers, suppliers, carriers, and internal stakeholders to ensure alignment and service excellence.
- Support purchasing-related activities within the department, including negotiating with suppliers and service providers to secure competitive rates and reliable services.
- Ensure all purchasing and logistics decisions are made with strong analytical insight, accuracy, and attention to detail.
- Contribute to process improvements and operational optimisation within the logistics department.
- Support reporting, documentation, and administrative tasks as required.

EDUCATION AND EXPERIENCE:

- Bachelor's degree (HBO level) or equivalent through practical experience, preferably in logistics or business administration.
- Cargadoor 1 & 2 certification required.
- Minimum of 8 years' experience in container shipping, logistics, or a related environment.
- Proven knowledge of container operations, customs regulations, and shipping documentation.
- Fluent in Dutch and English, both written and spoken

COMPETENCIES:

- Natural leader with a coaching and people-focused mindset.
- Strong communicator with excellent interpersonal skills.
- Operationally strong with deep understanding of logistics processes.
- Analytical and improvement-oriented, with a structured way of working.
- Capable of making sound decisions under pressure.
- Professional, dependable, and focused on service and quality.
- Resilient and organized in a high-paced international environment.

The employee is expected to act in accordance with applicable national and international laws, internal procedures, the company's Code of Conduct, collective labor agreements, AEO regulations, and safety protocols.

Confidential company information may not be disclosed externally without prior approval from senior management.

Any concerns or irregularities must be reported immediately to the manager, general manager, or managing directors.