

China Transportation Program Manager

Amazon China is determined to provide the best online shopping experience to its Chinese consumers, including transportation delivery services such as free shipping, cash on delivery, and credit on delivery (MPOS). We have more than 70 stations and more than 2000 delivery associates all of China, providing Same Day Delivery in over 20 cities, Next Day Delivery in over 100 cities, and Cash On Delivery in over 2000 cities national wide.

We are continuously provide more and more innovative transportation services to our customers, including Schedule Delivery, Evening Delivery, Pick-up Stores, etc. We are seeking a smart, pro-active, customer obsessed individuals to work as Program Manager to keep driving innovation in transportation and thus drive a better customer delivery experience for Amazon China.

The responsibilities for this person will include:

- Develop and maintain metrics, score cards, and day-to-day transportation related operational performance, identify and analyze opportunities to improve transportation related operation processes
- Benchmark best transportation service practice from other regions in Amazon and within CN industry, drive initiatives to achieve best delivery customer experience in China.
- Plan, drive and deliver projects to improve Amazon customer delivery experience
- Coordinate strategy and process improvements around Amazon China transportation service
- Engage with senior executives and influence a diverse audience including internal stakeholders like IT, fulfillment centers, customer services and retail business groups
- Lead kaizen for process & cost improvements

Basic Qualification

- MBA Degree or equivalent Masters level degree is required
- 4+ years of fulltime working experience in operations, manufacturing, logistics, supply chain, general management or engineering fields.
- Strong oral and written Chinese and English language communication skills (including experience of reviewing results with senior management and working in a global team setting)

Preferred Qualifications

- Proven track record of taking ownership and driving results
- The ability to dive deep into data and provide thought-provoking, workable business solutions
- Demonstrated ability to think big and influence across all levels of an organization
- Bias for action and passion for rolling up sleeves and doing what it takes to “get it done”
- Strong analytical and data gathering skills (including Excel and database analysis), including the ability to translate large amounts of data into actionable insights
- Project management skills with a proven ability to design workable solutions and drive projects to successful implementation
- Willing to work in dynamic environment focusing on daily transportation operation management and drive innovation in this area.
- Lean / Six-sigma knowledge and experience is preferred

*Amazon is an equal opportunity employer
Work hard. Have fun. Make history.*

*In addition to submitting your resume and cover letter to your career center, apply online at
http://www.amazon.com/gp/jobs/ref=j_sq_btn?jobSearchKeywords=231670&category=*&location=*&x=23&y=8
to be considered for an interview*