

**Job Title: Warehouse Operation Control Specialist**  
**Location: Cainiao E-hub, Liege Airport**

**Responsibilities:**

- Support Data needs and system management in warehouse
- Handle abnormal situation in a warehouse, including implementation of periodic work such as abnormal handling, analysis, improvement points for breakthroughs, establishment of management mechanisms, to improve consumer and merchant experience together;
- Responsible for the customer complaints from the warehouse and merchant, analyze the reasons and coordinate resources for continuous improvement; formulate daily management and maintenance mechanisms for the validity period
- Responsible for implementation of HQ's ICQA project at the warehouse
- other tasks from the team supervisor

**Requirements:**

- College degree
- at least 3 years' experience in warehouse quality management, e-commerce related quality experience is preferred.
- Problem solving skills and excellent communication skills across departments
- strong principle and ethics, excellent team work spirit, result driven and innovative skills
- Excellent in Office software

If you are interested in this role with Cainiao Network, please submit your application through [David.wang@cainiao.com](mailto:David.wang@cainiao.com)

**About Company**

Founded in 2013, Cainiao Smart Logistics Network (“Cainiao”) is a technology company and the logistics arm of Alibaba Group. It adopts a collaborative approach to logistics with an innovative and open data platform that improves efficiency and customer experience for all players along the supply chain. It carries forward Alibaba’s mission of making it easy to do business anywhere by aiming to deliver anywhere in China within 24 hours, and across the globe within 72 hours.

**Website**

<https://www.cainiao.com/>