Amazon Operations Manager Job Description

Duties and Responsibilities:

- Manage day-to-day activities within fulfillment centers, sortation hubs, or delivery stations to ensure smooth and efficient operations
- Supervise and develop a team of area managers, shift managers, and associates; provide coaching, performance feedback, and career development support
- Create and execute labor plans to meet volume demands while maintaining cost efficiency and productivity
- Identify opportunities to improve operational efficiency using Lean, Six Sigma, or Kaizen methodologies
- Enforce Amazon's safety standards and ensure all activities comply with OSHA and internal safety policies
- Monitor product quality and process accuracy to minimize errors and maintain customer satisfaction
- Track and analyze KPIs, such as productivity, accuracy, cost per unit, and on-time delivery rates
- Collaborate with senior leadership to align operational strategies with Amazon's business goals and customer promises
- Manage equipment, space utilization, and inventory flow to maximize operational capacity
- Oversee operating expenses, control costs, and ensure efficient use of financial resources
- Work with HR, Finance, Logistics, and IT teams to coordinate end-toend operational activities
- Ensure orders are fulfilled accurately and delivered on time to maintain Amazon's high customer satisfaction standards
- Use analytics and reporting tools to make informed decisions that enhance performance and service delivery
- Implement training programs to improve staff efficiency, safety awareness, and technical competence

 Lead projects to streamline processes, reduce waste, and enhance overall operational excellence.

Amazon Operations Manager Requirements – Skills, Knowledge, and Abilities

- Bachelor's degree in Business Administration, Operations Management,
 Supply Chain Management, or Engineering, or in a related field
- A Master's degree (MBA) is often preferred for senior-level operations roles
- Additional certifications such as Lean Six Sigma, PMP, or APICS (Supply Chain Professional) are advantageous
- 3-5+ years of experience in operations, logistics, manufacturing, or warehouse management, preferably in a fast-paced or large-scale environment
- Proven track record of managing large teams and leading process improvement initiatives
- Experience with data analytics, performance metrics, and process optimization
- Previous leadership experience in e-commerce, retail, or distribution operations is a plus
- Strong understanding of supply chain processes, including inventory management, logistics, and fulfillment operations
- Knowledge of Lean Manufacturing principles, Six Sigma, and continuous improvement methodologies
- Familiarity with Amazon's operational systems and warehouse management software (WMS)
- Understanding of safety standards, OSHA regulations, and compliance procedures
- Competence in data analysis tools (Excel, SQL, Tableau, or Amazonspecific analytics platforms)
- Ability to motivate, coach, and develop teams to meet performance goals
- Strong problem-solving and decision-making skills using data-driven insights

- Excellent verbal and written communication for team coordination and reporting to senior management
- Strong ability to multitask, prioritize, and execute projects efficiently
- Skilled in planning, scheduling, and overseeing large-scale operational initiatives
- Competent in using productivity tools, ERP systems, and warehouse technology platforms
- Dedicated to upholding Amazon's customer-centric standards and service quality
- Ability to work under pressure in a fast-paced and high-volume environment
- Capability to analyze complex data and translate insights into actionable plans
- Strong adaptability to changing priorities and operational challenges
- Capacity to drive results through effective leadership, teamwork, and continuous improvement
- Physical ability to walk the warehouse floor, inspect processes, and ensure compliance with safety standards.