

POSITION CARD

DOCUMENT HISTORY_ VERSION

CREATED: 08.2021

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Position: CFC-Transshipment Coordinator	Company: Arkas Hellas
Department: Customer Loyalty	Report to: Customer Loyalty Manager
Position Holder: Kalliopi Divi	Location: Piraeus
Replaced by: CFC-Transshipment Representative	Function: CFC/Transshipment/Feeder
Manager/Individual Contributor: Ind.Contributor	Budget Responsibility: No

Purpose of the Position:

Follow up all necessary procedures for smooth operation of a vessel, based on principals' policies, deadlines of local authorities & destination ports. Maintain good relations with agents, partners, other departments, authorities, clients. Take over various projects and be responsible for their deadlines. Propose the best possible solutions when required and implement new ideas. Apply instructions provided by Manager.

Key Accountabilities:

- Follow main liners and feeder operator's services & coastal schedules
- Collect import IMO cargo and ensure their correctness
- Ensure completion of the vessel check list
- Request for arrival plans for preparation of Import Cargo from Planners / Vessel Operators
- Inform partners for vsl's arrival and their import units
- Gather all partners discharging lists in due time, check for any mistakes and declare it to authorities requested
- PML/EDI checking
- Check departure report for berthing and sailing dates
- Uploading local system with EMES customers discharging and loading lists
- Collect all necessary docs (Imo, reefers etc.) and ensure their correctness.
- Send to principals booking forecast & Final as per each line rules (cbf, tbu etc.)
- Retrieve transshipments booking report from relevant systems
- Co-ordinate procedure of transits units & update systems with connecting vessels
- Check allocation, connections feasibility & last updated routings
- Handle special cases (overbooked, phase out, omit)
- Collect special cargoes approvals for each partner (Imo, oog) and inform relevant parties
- Send final lists to terminal, Vessel Operator, Export, Ops & Principals with all special documents
- Send Cargo Manifests to relevant party (when necessary)
- Proceed into systemic renomination in accordance with final TS report for each export B/L
- Cabotage application if needed

- Check Logbook, Departure Report, inform relevant parties
- Prepare statistics and reports on a monthly basis

Additional tasks:

- Being the chain of communication between the manager and the team for problem solving
- Responsible for following the daily tasks of the rest of the department and providing feedback to manager
- Evaluate with manager on any new principals' instructions and guidelines to further guide the team
- Follow up monthly statistics and reports and be fully aware of their meanings and interpretation
- Support manager with tasks provided (web services, department projects, etc.)
- Cooperate and discuss with the manager daily & weekly tasks
- Ensure completion of the check list handled by the Representatives as well as relative procedures in systems
- Liaising daily issues with HQ Department's and Agents
- Train new colleagues, if needed
- Replace and support other team members during holidays/absence

General Responsibilities:

Responsibilities that apply to everyone who works at Arkas Hellas Group

- Follow general company's policies
- Respect colleagues and embrace diversity
- Be consistent with company's values
- Put customer in the center of all daily activities
- Support and quickly adapt any innovations and changes within company

Knowledge and Competencies:

Qualifications that are necessary for someone to fill the position

- Minimum 4 years of experience in relevant function preferably in a shipping agency
- Education: University Degree
- Computer literacy at very good level
- Very good knowledge of English (verbal/written)
- Attention to detail
- Ability to prioritize and follow up
- Ability to communicate with team and cross-functionally

APPROVALS

POSITION HOLDER: KALLIOPI DIVI

M.D. People, communications and shared Services: WANDA COSTOPOULOS

MANAGER (of the position): LENA APOSTOLIDOU