

## POSITION CARD

DOCUMENT HISTORY_ VERSION
<b>CREATED: 08.2021</b>
<b>UPDATED: 08.2024</b>
<b>VERSION HISTORY: 3</b>

<b>Position:</b> CFC-Transshipment Representative	<b>Company:</b> Arkas Hellas
<b>Department:</b> Customer Loyalty	<b>Report to:</b> Customer Loyalty Manager
<b>Position Holder:</b> Christos Tserkovits	<b>Location:</b> Piraeus
<b>Replaced by:</b> CFC-Transshipment Representative	<b>Function:</b> CFC/Transshipment/Feeder
<b>Manager/Individual Contributor:</b> Ind. Contributor	<b>Budget Responsibility:</b> No

<b>Purpose of the Position:</b>
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. Apply instructions given by Coordinator.

<b>Key Accountabilities:</b>
<ul style="list-style-type: none"> <li>Follow up main liner and feeder operators' services/schedules/ coastal schedules</li> <li>Discuss with Coordinator daily and weekly tasks</li> <li>Ensure completion of the vessel check list</li> <li>Collect import IMO cargo and ensure their correctness</li> <li>Request for Arrival plans for preparation of Import Cargo from Planners/Vessel Operators</li> <li>Inform partners for vsl's arrival and their import units</li> <li>Gather all partners discharging lists in due time, check for any mistakes and declare it to authorities requested</li> <li>PML/EDI checking</li> <li>Check departure report for berthing and sailing dates</li> <li>Uploading local system with EMES customers discharging and loading lists</li> <li>Collect all necessary docs (Imo, reefers etc.) and ensure their correctness</li> <li>Send to principals booking forecast &amp; Final as per each line rules (cbf, tbu etc.)</li> <li>Retrieve transshipments booking report from relevant systems</li> <li>Co-ordinate procedure of transits units &amp; update systems with connecting vessels</li> <li>Check allocation, connections feasibility &amp; last updated routings</li> <li>Handle special cases (overbooked, phase out, omit)</li> <li>Collect special cargoes approvals for each partner (Imo, oog) and inform relevant parties</li> <li>Send final lists to terminal, Vessel Operator, Export, Ops &amp; Principals with all special documents</li> <li>Send Cargo Manifests to relevant party (when necessary)</li> <li>Proceed into systemic renomination in accordance with final TS report for each export B/L</li> <li>Cabotage application if needed</li> </ul>

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

#### Additional tasks:

- Train new colleagues, if needed
- Replace & 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 2 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: CHRISTOS TSERKOVITS**

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

**MANAGER (of the position): LENA APOSTOLIDOU**