

## POSITION CARD

### DOCUMENT HISTORY\_ VERSION

**CREATED: 08.2021**

**UPDATED: 08.2024**

**VERSION HISTORY: 3**

<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> Dimitris Laggidis	<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

### 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. Apply instructions given by Coordinator.

### Key Accountabilities:

- Follow up main liner and feeder operators' services/schedules/coastal schedules
- Discuss with CFC-Transshipment Coordinator daily and weekly tasks
- Ensure completion of the vessel check list
- Collect import IMO cargo and ensure their correctness
- 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)
- Re-nomination procedure if needed
- Cabotage application if needed

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

#### 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: DIMITRIS LAGGIDIS**

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

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