

POSITION CARD

DOCUMENT HISTORY_ VERSION

CREATED: 04.2022

UPDATED: 03.2025

VERSION HISTORY: 4

Position: Container & Claims Representative	Company: Arkas Hellas
Department: Equipment Control	Report to: Container & Claims Supervisor
Position Holder: Stefania Arealis	Location: Piraeus
Replaced by: Container & Claims Representative	Function: Container Control & Claims
Manager/Individual Contributor: Ind. Contributor	Budget Responsibility: No

Purpose of the Position

Use knowledge and experience to continually improve efficiency and effectiveness in accordance with LINE HQ policies, procedures, deadlines and safe systems of equipment use. Display an understanding of how business works in daily activities. Actively support, develop and execute activities and tasks to achieve objectives of Container Control team.

Key Accountabilities:

- Data entry of container moves & positions at all systems
- Pre-gate (for Piraeus Team)
- Report to LINES without direct system Daily Move and Vessel Disc / Load
- Container availability & stock
- Returns of Empty (Volume of Empties at Depot)
- Control SOC units In / Out from systems
- Send reefer power supply charging to our C.S. and Invoicing department
- Forecast reports
- Co-ordination of loading of empties
- Booking of empties
- Control COARRI's (quantity & Seals) Info Related dept.
- Update files of bookings
- Follow up all Lines messages

- Constant contact with all terminals / depots and haulers, given any issue may arise
- Seal stock
- Help the SPVSR gather information and data for reports he will prepare and provide to M.D.

Additional tasks:

- Check PCT lifts
- Retrieve undelivered containers & inform Customer service as relevant procedure
- Control Leased / Sold containers
- Monitor Damages & repairs including reefers BUSSINESS HOUR

General Responsibilities:

Responsibilities that apply to everyone who works at Arkas Hellas

- Support colleagues during busy times or leaves
- Support Supervisor during busy times or leaves
- Solve problems and achieve results after informing managers and obtaining approval
- Carry out a job through the end, analyze and resolve problems
- Employees with significant authority shall not contact transactions that exceed the limits of their authority
- Adapt quickly and support any innovation and changes made in the company

Knowledge and Competencies:

Qualifications that are necessary for someone to fill the position

- Minimum 2 years of experience in container control/logistics operations
- Education: University Degree
- Computer literacy at excellent level
- Ability to communicate with team and cross-functionally
- Very good knowledge of English (verbal/written)

APPROVALS

POSITION HOLDER: STEFANIA AREALIS

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

SUPERVISOR (of the position): ISIDOROS ECONOMOU