

POSITION CARD

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Position: Container Control & Claims Management Supervisor	Company: Arkas Hellas
Department: Operation	Report to: MD Sales, Operations & Finance
Position Holder: Isidore Iconomou	Location: Piraeus
Replaced by:	Function: Container Control & Claims
Manager/Individual Contributor: Manager	Budget Responsibility: Yes

Purpose of the Position:

Leading a team to ensure efficient and effective operations in accordance with LINE HQ policies, procedures and safe systems of equipment use. Ensure the depot meets the regulatory health and safety inspection requirements, whilst ensuring reporting procedures are followed. Support the yard operation. Ensure the LINES and AGENCY interest against claims.

Key Accountabilities:

- Supervise undelivered containers & inform Customer Loyalty
- Coordinating actions for undelivered containers with LINES & Terminals
- Control forecast reports
- Support commercial efforts to serve all bookings by providing suitable for the traffic equipment and in the appropriate time.
- Propose logistic solutions for empty positioning and project cargoes
- Supervise loading of empties
- Approve Returns of Empty (Volume of Empties at Depot) & Supervise Forecast Reports to LINES
- Supervise & Control seal stock
- Control haulages invoices for container moves and lifts (Local)
- Supervise leasing of containers
- Approve Damages & repairs
- Take contact with technician team and surveyor upon damage / incident arising 24/7
- Supervise and control Demurrages lists with line
- Supervision of depots of Piraeus
- Follow up tgts set from Lines as per their KPI's and make any adjustments needed to meet with the requirements

- Reports for top management

CLAIMS & INSURANCE

- Receive claims from Customer Loyalty
- Complete file and send to Risk Management within 24h
- Contact with customer following Line's guideline
- Receive error & omission from MD & GM
- Complete file and send to Insurances Companies
- Report to Management

Additional tasks:

- Company's policies to be followed by all team members
- Setting / Being back-up for every role of the team
- Approving leaves and absences and monthly working schedule
- Executing performance appraisals for all direct reports
- Set KPIs for the team and deliver performance evaluation
- Participating in Supervisor meetings

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

- University graduate ideally in Shipping
- 4 years of relevant experience
- Very good decision-making and problem-solving skills
- Proven experience of managing and coaching teams
- Very good command of English (both verbal and written)
- Very good PC skills (specially in excel)
- Ability to work under pressure and very good problem-solving skills
- Very good time and stress management skills
- Very good communications skills
- Familiarity with reporting tools

APPROVALS
POSITION HOLDER: ISIDORE OIKONOMOU
M.D. People, Communications and Shared Services: WANDA COSTOPOULOS
MANAGER (of the position): PHILIP COSTOPOULOS