



# POSITION CARD

## DOCUMENT HISTORY \_ VERSION

CREATED: 10.2022

UPDATED: 12.2024

VERSION HISTORY: 3

<b>Position:</b> Customer Loyalty Representative	<b>Company:</b> Aegean Container Agency
<b>Department:</b> Commercial	<b>Report to:</b> Commercial Manager
<b>Position Holder:</b> George Kourmeles	<b>Location:</b> Piraeus
<b>Replaced by:</b> Customer Loyalty Representative	<b>Function:</b> Customer Loyalty
<b>Manager/Individual Contributor:</b> Ind. Contributor	<b>Budget Responsibility:</b> No

## Purpose of the Position:

The Customer Loyalty Representative is responsible for taking care customer's needs by providing and delivering professional, helpful, high-quality service and assistance before, during, and after the customer's requirements are met, according to policies and values of Arkas Hellas Group & Aegean Container Agency. Key player in promoting positive customer experience, self- care tools to customers and handling daily business needs as a reliable partner.

## Key Accountabilities:

- Provide excellent services to all customers according to corporate values
- Follow up on customer's requests and act proactively when possible
- Follow up vessel's allocation in coordination with MROC (sending forecasts to HQ)
- Arrange and follow up the procedure of custom clearance and inform clients of all documents required. Coordinate delivery dates and conditions with clients and truckers
- Arrange cargoes according to vessel's allocation in coordination with HQ/feeder operator and negotiate additional space if necessary
- Arrange booking details (import/export) to our local and line systems, forward the booking details to the clients/agencies as confirmation and follow up necessary amendments, if needed
- Communicate with Customers for solving any upcoming issue regarding their bookings either via e mail or by phone
- Arrange booking list for the export department
- Inform all partners involved (clients/lines/POL, POD) for extra costs (storages, demurrages, undelivered, idle, repair costs, cleaning costs) and solve any discrepancies with customers in coordination with sales, accounting and equipment control department
- Follow up of Line's procedures/regulations and legal aspects
- Follow up of Pod's procedures/regulations
- Inform customers for container tracing and return of empties
- Monitor cargo routing for smooth delivery and train customers to use self- care tools



- Monitor and follow up re-exports and COD cargoes.
- Maintain monthly data, statistical data if required by management
- Responsible for promoting updates and new services (i.e. inland transportation etc.)
- Responsible for informing customers about Coastal Schedules/omissions

#### Additional tasks:

- Weekly meetings with Commercial Manager
- Participate in Customer Loyalty meetings
- Visit clients for having feedback on general service
- Propose new ideas and alternatives for promoting exceptional services

#### 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 attention in the daily activities
- Support and quickly adapt any innovations and changes within company
- Brainstorming and providing innovative ideas to enhance the daily working process

#### Knowledge and Competencies:

*Qualifications that are necessary for someone to fill the position*

- Minimum 1 year 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)
- Excellent communication skills (verbal and written) with customer focus
- Attention to detail
- Ability to prioritize and follow up
- Ability to communicate with team and work cross-functionally
- Good computer skills especially in shipping systems, spread sheet and office packages
- Ability to work under pressure

#### APPROVALS

**POSITION HOLDER: GEORGE KOURMELES**

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

**MANAGER (of the position): THEOFILOS PANAGOPOULOS**