



## POSITION CARD

### DOCUMENT HISTORY \_VERSION

**CREATED: 10.2022**

**UPDATED: 08.2024**

**VERSION HISTORY: 2**

<b>Position:</b> Customer Loyalty Representative	<b>Company:</b> Arkas Hellas
<b>Department:</b> Commercial	<b>Report to:</b> Customer Loyalty Manager
<b>Position Holder:</b> Katerina Grysmpolaki	<b>Location:</b> Piraeus
<b>Replaced:</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:

Responsible for taking care of the 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 Arkas Hellas policies and values. Key player in promoting positive customer experience, self-care tools for customers and for handling daily business needs as a reliable partner for customers.

### Key Accountabilities:

- Provide excellent services to the customers according to corporate values
- Follow up on customer's requests and act proactively when possible
- Inform customers about container tracking and return of empties
- Arrange and follow up the procedure of door deliveries, custom clearance for Import and Export cargoes and inform clients for all documents required (Piraeus only)
- Follow up the vessel's allocation by sending forecasts to the trade and in cases needed involve Trade & Pricing Dept., for further assistance
- Input booking details (import/export) to our local systems. Forward the booking details to the clients/agencies as confirmation, and follow up necessary amendments, if needed
- Handle IMO Booking Requests by following the specific Procedure of Arkas Line, Checking IMO APPROVAL with Trade or Vessel Operator (for not Arkas Vessels), before booking confirmation
- Contact with Customers to solve upcoming issues regarding their bookings either via e-mail or phone
- Send the final booking forecast loading list for local export cargo to CFC
- Send the final S/I to the Container Control dpt in order to issue the relevant tickets for export shipments
- Send the final S/I to the Documentation dpt in order to issue the relevant BL for export shipments
- Send the final T/S report to the Transshipment team and follow up t/s cargo for coordinating earlier arrival at final POD
- Proceed systemic renomination in accordance with final TS report for each export B/L



- Inform all partners involved (clients/ lines/ POL, POD) of extra costs (storage, overdues, idle, demurrages, undelivered, repair costs, cleaning costs) and solve any discrepancies with customers in coordination with sales, agents, accounting and equipment control department
- Be aware of Lines procedures, instructions, regulations and follow them precisely
- Monitor cargo routes 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 supervisor/management
- Responsible to promote updates or new Line's services or new tools
- Responsible to inform customers about Daily Schedule

#### **Additional tasks:**

- Weekly meeting with Customer Loyalty Manager
- Participate in Sales meeting
- Escort sales & marketing representatives to customer visits whenever required
- Inform customers about additional services (e.g. inland transport) and route the request to Trucking Representative for further evaluation
- Propose new ideas and alternatives for promoting exceptional services
- Train new colleagues

#### **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 customers 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 1 -2 years of experience in relevant function, preferably in a shipping agency
- Education: University Degree
- Computer literacy at a 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: KATERINA GRYSMPOLAKI**

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

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