

POSITION CARD

DOCUMENT HISTORY _VERSION
CREATED: 10.2022
UPDATED: 08.2024
VERSION HISTORY: 2

Position: Customer Loyalty Representative	Company: Arkas Hellas
Department: Commercial	Report to: Customer Loyalty Manager
Position Holder: Nikos Spiliotakos	Location: Piraeus
Replaced: Customer Loyalty Representative	Function: Customer Loyalty
Manager/Individual Contributor: Ind. Contributor	Budget Responsibility: 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:
<ul style="list-style-type: none"> • 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: NIKOS SPILIOTAKOS
M.D. People, communications and shared Services: WANDA COSTOPOULOS
MANAGER (of the position): LENA APOSTOLIDOU