

## POSITION CARD

### DOCUMENT HISTORY\_ VERSION 1

**CREATED: 01.2021**

**VERSION HISTORY:**

<b>Position:</b> Commercial & Operations Manager	<b>Company:</b> Arkas Hellas SA
<b>Department:</b> Sales & Marketing	<b>Report to:</b> MD Sales, Ops & Finance
<b>Position Holder:</b> Manolis Alexiadis	<b>Location:</b> SKG
<b>Replaced:</b> -	<b>Function:</b> Arkas Line, DAL Line
<b>Manager/Individual Contributor:</b> Manager	<b>Budget Responsibility:</b> Yes

#### Purpose of the Position:

The Commercial & Operations Manager is a strategic partner of the top management, responsible for the smooth coordination of Sales, Customer Loyalty and Operations departments for Thessaloniki, as well as for controlling the communication with the AL and Agencies. Also overview the policies and strategies of ARKAS HELLAS SA & ARKAS LINE by fully supporting their interests. Responsible for the smooth operation of the branch office of Thessaloniki.

#### Key Accountabilities:

- Official representative of local agency for represented lines(s) and communication & networking development, responsible for line (s) and agencies (attending also in any needed meetings).
- Supervising the pricing negotiations with the line and local partners and follow up.
- Follow up commercial policy of Arkas Hellas accordingly to authorized level
- Responsible to have very good market knowledge, benchmarking and evaluation of findings
- Keep close relationship with VIP accounts and attract new VIP accounts
- Ensure business development
- Follow AH credit policy, evaluate and monitor the financial status of all existing and new clients (credits, outstanding amounts etc.) and accordingly communicate commercial policy to sales team and solve financial discrepancies with customers.
- Evaluate and present official line statistics and data and follow up line KPIs and reporting from /to Line.
- Budget & Target Budget preparation and follow up (financially and commercially)
- Follow up monthly sales team targets (issues, KPIs and service level) and problem solving
- Communicate company targets and KPIs to various departments.
- Manage company Projects
- Cooperation with HR for personnel recruiting, personnel handling, training and development and KPIs set up and follow up.

- Supervise the Sales /Customer Loyalty /Operations /Delivery Order /Inland operations Departments for any problem may arise .
- Responsible for monitoring the tasks concerning the department of Delivery Order for all lines.
- Supervise the pricing negotiations with the trucking companies and depots .

#### **Additional tasks:**

- Briefing meetings with Managing Director and Finance
- Follow up Sales & Customer Loyalty progress and Operations departments smooth operation.
- Developing sales and margin of Inland transportation and any other services provided by the company to our clients and Agents.
- Visit clients whenever needed with sales and marketing representatives
- Monitor marketing and sales reports updates
- Set KPIs for the team and deliver performance evaluation
- Set and define replacements for all the roles of the departments and approve leaves.

#### **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*

- Minimum 6 years of Sales experience in shipping preferably in a shipping agency
- Minimum 4 years' experience in a managerial position
- Additional experience in Operation is desirable
- Education: A graduate, preferably in Business Management or Shipping
- Very good financial understanding and budgeting
- Proven experience of managing and coaching teams
- Excellent communication skills (verbal and written) with customer focus
- Ability to follow up and provide constructive feedback
- Good project management skills

#### **APPROVALS**

**POSITION HOLDER: MANOLIS ALEXIADIS**

**M.D. People, Communications and Shared Services: WANDA COSTOPOULOS**

**MANAGER (of the position): PHILIPPOS COSTOPOULOS**