

POSITION CARD

DOCUMENT HISTORY_ VERSION

CREATED: 02.2024

UPDATED: 01.2025

VERSION HISTORY: 2

Position: Delivery Order Representative	Company: Arkas Hellas
Department: Documentation	Report to: Documentation Manager
Position Holder: Konstantina Klapi	Location: Piraeus
Replaced by: Delivery Order Representative	Function: Delivery Order
Manager/Individual Contributor: Ind.Contributor	Budget Responsibility: No

Purpose of the Position:

Responsible for delivering the cargo delivery orders to clients upon submission of all necessary documents and provide excellence service according to corporate values.

Key Accountabilities:

- Follow up daily vessel schedules
- Provide feedback to Import Documentation and Invoicing Departments about F/F that are the actual clients but not appearing in the B/L
- Retrieve delivery order list and check status (waybill, tlx release, original)
- Communicate with clients, agents for solving discrepancies regarding B/L status and/or ask for clarifications
- Provide to the clients all information concerning their cargoes and request from them all necessary documents (LOI, statements, authorization letters, B/Ls)
- Coordinate with Invoicing Dept., for cntr guarantees and demurrages before cargo release
- Examine and process all available documents before vessels arrival
- Check that all submitted documents by the client and/or representative, are in compliance with the d/o requirements according to each Line rules and regulations
- Providing guidance and information to clients and/or terminal about the return of empty containers, following the instructions provided by Container Control Dept.
- Provide copies B/L's to the clients if required
- Filing in regular basis

Additional tasks:

- Monthly meeting with Documentation Manager
- Participate in Documentation meetings
- Propose new ideas and alternatives for promoting exceptional services
- Reports / Statistics when requested from the manager

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
- Provide and brainstorm 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 Customer Service 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 cross-functionally
- Good computer skills especially shipping systems, Spread sheet and office packages
- Ability to work under pressure

APPROVALS

POSITION HOLDER: KONSTANTINA KLAPI

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

MANAGER (of the position): ILIANA GIANNAKOPOULOU