

## POSITION CARD

### DOCUMENT HISTORY\_ VERSION

**CREATED: 03.2023**

**UPDATED: 08.2024**

**VERSION HISTORY: 2**

**Position:** Delivery Order Representative

**Company:** Arkas Hellas

**Department:** Documentation

**Report to:** Documentation Manager

**Position Holder:** Nikos Doumenis

**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 the clients with 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
- Prepare and send cargo analysis for GRSGK to Accounting Dept. and terminal (HPL)
- Prepare cargo manifest into system (commodities, customers etc) (HPL)
- Dispatch import & export manifest to custom and port authorities (THPA) (HPL)
- Customer's notification for confirmation of Greek description of goods (HPL)
- Prepare all necessary docs for special cargo (Reefer, SYKE) and send to THPA (HPL)
- Provide relevant docs to the custom broker for door shipments, if any (HPL)
- 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: NIKOS DOUMENIS**

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

**MANAGER (of the position): ILIANA GIANNAKOPOULOU**