



## POSITION CARD

### DOCUMENT HISTORY\_ VERSION

**CREATED: 03.2023**

**UPDATED: 08.2024**

**VERSION HISTORY: 2**

<b>Position:</b> Export Documentation & Customer Service Representative	<b>Company:</b> Tarros Hellas
<b>Department:</b> Customer Service	<b>Report to:</b> Commercial Manager
<b>Position Holder:</b> Athanasios Viores	<b>Location:</b> Piraeus
<b>Replaced by:</b> Pricing and Customer Service Representative	<b>Function:</b> Documentation/Customer Service
<b>Manager/Individual Contributor:</b> Ind. Contributor	<b>Budget Responsibility:</b> No

### Purpose of the Position:

Follow up all necessary procedures and deadlines for the loading process of the vessels based on principals' instructions and local authorities' policy to provide excellent customer experience. Work sufficiently with agents, partners, other depts., and local authorities. Follow export process steps/manual and instructions from the Commercial Manager. 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:

- Follow up main liner and feeder operators' services/schedules/ coastal schedules
- Ensure completion of the vessel check list and closure of export procedures in the system
- Collect and control bookings received from various sources (customer service, equipment control, transshipment, feedering teams, other line agents)
- Collect documents from various sources (customer service, equipment control, transshipment, feedering depts., other line agents)
- Prepare the IMO declaration for the local authorities
- Preparation and maintenance of various report (reefer list, syke, sdoe)
- Collect VGM info, from various sources (shipping instructions, PCT, system) and insert to relative system
- Entries B/L to the various systems (Local, Feeder, Empty)
- Ensure B/L amendments in accordance with shipping instructions, POD & line's rules & follow up correspondence with clients until B/L confirmation
- Prepare all documents for the terminal and CFC & Transshipment team (loading lists, reefer & IMO manifests)
- Prepare manifests and issue bill of lading and provide to customers



- Prepare and declare the export manifest after vessel's departure to customs and port authorities
- Prepare pre-invoice of the shipments
- Make corrections to manifests and telex release
- Filing in local system
- Inform all partners involved (clients/ lines/ POL, POD) for extra costs (storages, overdue, idle, demurrages, undelivered, repair costs, cleaning costs) and solve any discrepancies with customers in coordination with sales, agents, accounting, and equipment control dept.
- Send the final booking forecast loading list for local export cargo to CFC
- Contact with Customers for solving upcoming issues regarding their bookings either via e-mail or phone
- Inform customers for container tracking and return of empties
- Provide excellent services to the customers according to corporate values
- Arrange and follow up the procedure of door deliveries, custom clearance for Import and Export cargoes and inform clients of all documents required. Coordinate delivery dates and conditions with clients and truckers
- Follow up vessel allocation by sending forecasts to the trade and in cases needed involve Trade Pricing Dept. for further assistance
- Monitor and follow up re-exports and COD cargoes.
- Reports /statistics if requested from the Commercial Manager
- Update records with Line's Regulations

#### **Additional tasks**

- Train new colleagues, if needed
- Replace & support other team members during holidays/absence

#### **General Responsibilities:**

*Responsibilities that apply to everyone who works at Arkas Hellas Group*

- Follow general company policies
- Respect colleagues and embrace diversity
- Be consistent with company 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 2 years' experience in shipping, preferably in a shipping agency
- Education: A graduate, preferably in Business Management or Shipping
- Excellent communication skills (verbal and written) with customer focus
- Follow up
- PC Literacy
- Attention to detail

**APPROVALS**

**POSITION HOLDER: ATHANASIOS VIORES**

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

**MANAGER (of the position): DIMITRIS KOLOVIS**