



## POSITION CARD

### DOCUMENT HISTORY\_ VERSION

CREATED: 01.2021

UPDATED: 08.2024

VERSION HISTORY: 2

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

<b>Purpose of the Position:</b>
Follow all necessary procedures and deadlines for discharging process of the vessels both for GRPIR and GRSKG ports, based on principals' instructions and local authorities' policy to provide excellent customer experience. Work sufficiently with agents, partners, other depts., and local authorities. Follow import process steps/manual and instructions from the supervisor. Key player in promoting positive customer experience, self- care tools for customers and for handling daily business needs as a reliable partner for customers.

<b>Key Accountabilities:</b>
<ul style="list-style-type: none"><li>Follow main liners and Feeder Operator's services &amp; Coastal Schedules- update system accordingly if needed</li><li>Prepare and send all necessary docs for dangerous cargo to Vessel Operator or PCT or Operated VSL- including partners' dangerous cargo</li><li>Request and check Arrival Plan from Vessel Operator or inform other partners for their cargo if Tarros Operated VSL</li><li>Request manifests from POLs if needed</li><li>Send final discharge list to Vessel Operator or PCT (along with partners' volume).</li><li>Prepare and send cargo Analysis for both GRPIR and GRSKG port to Ops Dept., Accounting dept. and terminal.</li><li>Prepare cargo manifest into system (commodities, customers etc.)</li><li>Freight Checking of the manifests via local system, along with offers already filed from Commercial team</li><li>Prepare and check relevant local charges of the shipments</li><li>Prepare and send Pre-Invoice list to Accounting dept</li></ul>



- Dispatch Import Manifest to custom and port authorities (PCT/PPA/THPA)
- ENS/MRN procedures – Customs Declaration
- Customer's notification for cargo arrival – Arrival notices
- Prepare all necessary docs for special cargo (Reefer, SYKE) and send to PCT
- Check Departure Report and update Vessel's dates in system
- Inform customers for container tracking, return of empties & demurrages.
- Arrange and follow up the procedure of door deliveries, custom clearance for Import cargoes and inform clients of all documents required. Coordinate delivery dates and conditions with clients and truckers
- Contact with customers for solving upcoming issues regarding their bookings either via e-mail or phone
- Demurrages and customer discount requests to line
- 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 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

#### **Additional tasks:**

- Request trucking rates from hauliers & updating relevant list of destinations
- Train new colleagues, if needed
- Replace and 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 of 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: IOANNA MPATSI**

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

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