

## POSITION CARD

### DOCUMENT HISTORY\_ VERSION

**CREATED: 12.2018**

**UPDATED: 03.2025**

**VERSION HISTORY: 2**

<b>Position:</b> Port Operation Representative	<b>Company:</b> Arkas Hellas
<b>Department:</b> Port Operation	<b>Report to:</b> Port Operation Manager
<b>Position Holder:</b> Kostas Kasiteridis	<b>Location:</b> Piraeus
<b>Replaced by:</b> Port Operation Representative	<b>Function:</b> Port Operation
<b>Manager/Individual Contributor:</b> Ind. Contributor	<b>Budget Responsibility:</b> No

### Purpose of the Position

Department with high responsibilities and many different tasks.

Operation department contributes to almost every action that takes place in the company.

Cooperation with Piraeus & Thessaloniki Terminals, lines, colleagues and authorities in order for vessels to arrive, berth, operate and sail.

### Key Accountabilities:

- Actions for discharge, loading plans, operations requests, appointment system of each vessel that we represent
- Constant contact with tugboats, pilots and Terminal on arrival, berthing & departure of our vessels
- Stay on duty during vessel operations (terminal & vessel)
- Solid cooperation with the vessel during operations for fast results
- Organize delivery of spare parts
- Organize delivery of vessels, fuels, and water
- Organize withdrawal of garbage, sludge
- Organize ship crew embarkation & disembarkation and handle all appropriate contacts both with Lines and with external partners
- Control arrivals, departure reports, logbooks & internet data entry to Lines sites for all vessels that we discharge-load (operated by us + by partners)
- Direct contact with the terminal and relevant companies for entry permission of spare part trucks – surveyors – supply trucks
- Daily preparation of Daily Schedule for all services (either ours or not)
- Daily preparation of payments in advance for all containers discharged/loaded
- Prepare of garbage/sludge forms in order to send to relative companies and to pay by our accounting department
- Inform external partners about the safe free pratique of the vessels

- Preparation of papers in order to gate out of empty containers (daily)
- Manage seals' stock in coordination with the equipment control department
- Container seal delivery to truckers upon requests
- Control actions for closing MRN – BL – T1 for custom authorities including receipt and delivery of such documents
- Collect invoices from PCT on a daily basis
- Receive invoices from PPA (upon request)
- Contact with Lines for vessels position, berthing prospects during weekend and Nighttime
- Report to Lines for any problem arises for ops matters during weekend and Nighttime
- Contact Terminal's Berth Planning Dpt in order to organize & control vessels ops during weekend and Nighttime
- Visit the vessel during operation if needed

#### **Additional tasks**

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

#### **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 customers in the center of all daily activities
- Support and quickly adapt in innovations and changes within company

#### **Knowledge and Competencies:**

*Qualifications that are necessary for someone to fill the position*

- Minimum 1 year of experience in relevant function preferably in a shipping agency
- Education: University Degree
- Computer literacy at a 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 work cross-functionally
- Good computer skills, especially in shipping systems, spread sheet and office packages
- Ability to work under pressure

**APPROVALS****POSITION HOLDER: KOSTAS KASITERIDIS****M.D. People, communications and shared Services: WANDA COSTOPOULOS****MANAGER (of the position): STAVROS KASIMATIS**