



POSITION CARD

DOCUMENT HISTORY _ VERSION

CREATED 03.2023

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VERSION HISTORY: 2

Position: Port Operation Representative	Company: Arkas Hellas
Department: Port Operation	Report to: Port Operation Manager
Position Holder: Rafail Emmanouil	Location: Piraeus
Replaced by: Port Operation Representative	Function: Port Operation
Manager/Individual Contributor: Ind. Contributor	Budget Responsibility: 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, 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 & 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: RAFAIL EMMANOUIL

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

MANAGER (of the position): STAVROS KASIMATIS