

## POSITION CARD

### DOCUMENT HISTORY\_ VERSION

**CREATED: 10.2022**

**UPDATED: 08.2024**

**VERSION HISTORY: 3**

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|---|---|
| <b>Position:</b> Sales & Marketing Representative       | <b>Company:</b> Aegean Container Agency |
| <b>Department:</b> Commercial                           | <b>Reports to:</b> Commercial Manager   |
| <b>Position Holder:</b> Ilias Nikou                     | <b>Location:</b> Piraeus                |
| <b>Replaced by:</b> Sales & Marketing Representative    | <b>Function:</b> Sales & Marketing      |
| <b>Manager/Individual Contributor:</b> Ind. Contributor | <b>Budget Responsibility:</b> No        |

### Purpose of the Position:

The Sales & Marketing Representative is engaged to achieve and exceed sales targets and develop the portfolio of existing and potential customers in all marketing activities. Be aware of Customers' needs, competition, and existing services of the Line. Follow commercial policy according to instructions of Aegean Container Agency.

### Key Accountabilities:

- Provide excellent services to all customers according to corporate values
- Follow up on customer's requests and act proactively when possible
- Communicate daily with Customers for new requests, problem solving by 3CX
- Visit weekly potential and existing customers to promote relations, Line's services and Agency additional Services as (Trucking, Customs, Cargo Insurance, Warehousing)
- Generate new clients
- Create market analysis with Trade and Pricing Team to implement the specified marketing and sales policies
- Filing offers & rates if needed
- Arrange and follow Client's quotations
- Maintain data of owned client's portfolio in CRM and / or other sales systems
- Follow Annual Targets monthly
- Support the Commercial Manager when required
- Handle cross trades
- Be fully aware and share with colleagues all competition services and practices
- Be aware of the financial status of all new or existing customers (credits, outstanding amounts, etc.)
- Follow up of Line's procedures/regulations and legal aspects
- Follow up of Pod's procedures/regulations
- Maintain monthly data, statistical data if required by management
- Responsible for promoting updates and new services (i.e. inland transportation etc.)

- Very good knowledge of Greece Liner Sector and carrier's activity (such as offered services, competitive markets etc.), local office activity (such as systems for data entry, company policies, credit policy etc.) which are necessary for contacts and meetings with clients
- Follow up each monthly sales performance, clients' stats and sales/marketing info to improve personal numbers and investigate any lost accounts and shipments

#### Additional tasks:

- Prepare sales reports as required and/or be able to present them in commercial meetings
- Follow up and/or deliver projects set by Commercial Manager
- Attend biweekly meetings with trade and pricing team
- Generate and follow up sales leads to/with other agencies

#### 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 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 Sales experience in shipping, preferably in a shipping agency
- Education: A graduate, preferably in Business Management or Shipping
- Good financial understanding and budgeting
- Excellent communication skills (verbal and written) with customer focus
- Market knowledge and understanding.
- Competition knowledge
- Selling skills
- Follow up
- Ability to understand & reach targets
- PC Literacy

#### APPROVALS

**POSITION HOLDER: ILIAS NIKOU**

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

**MANAGER (of the position): THEOFILOS PANAGOPOULOS**