

POSITION CARD

DOCUMENT HISTORY_ VERSION

CREATED: 08.2024

VERSION HISTORY: 1

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| Position: Sales & Trade Pricing Representative | Company: Arkas Hellas |
| Department: Commercial | Report to: Sales & Marketing Manager |
| Position Holder: Odysseas Salonitis | Location: Piraeus |
| Replaced by: Trade Pricing Representative | Function: Trade & Pricing |
| Manager/Individual Contributor: Ind. Contributor | Budget Responsibility: No |

Purpose of the Position:

Responsible for daily handling commercial requests between Arkas Hellas and Line. Preparing related reports to reach the objectives of the Line in accordance with the predetermined Trade & Pricing and sales guidelines of Arkas Hellas. Engaged in achieving and exceeding sales targets and developing the portfolio of existing and potential customers in all marketing activities. Being aware of Customers' needs, competition, and existing services of the Line. Follow commercial policy according to instructions of Arkas Hellas Shipping Agency.

Key Accountabilities:

Trade Pricing

- Scrutinize sales requests before sending freight requests to Arkas Line and make sure that they match with agency commercial policy and Lines needs
- Keep close Communication and co-operation with Arkas Line Trade Department to achieve competitive freights for sales team, receive info about services updates and changes
- Input freights to all the systems serving the lines and gather respective approvals
- Filing Rates
- Support the Commercial Department in all trade and pricing activities, i.e. negotiations with the Line, targeting markets
- Gather information on market developments from sales team, agents & Line and keep an updated file for competition services and rates for teams' market knowledge
- Provide trucking and local rates to Arkas agents according to instruction & Arkas Hellas commercial policies
- Follow up on tenders' nominations (global accounts) on monthly basis
- Follow up policy, update special & regular tariffs in the system
- Generate report for inland transport services, on monthly basis

Sales

- Visit potential and existing customers to promote relations & both main and additional services
- Contribute to the improvement of the company's profitability either by offering all agency services (haulage, customs declaration etc.) or by collecting higher local revenue per cntr.
- Keep updated records and document existing and potential volumes per customer resulting to targeted quotations and sales leads
- Generate new customers resulting to relevant quotation offers and sales leads
- Remain up to date with developments reg. import - export bookings of owned customers.
- Support market analysis by providing customer feedback to Trade and Pricing in order to implement the specified marketing and sales policies
- Prepare / send and follow up offers to clients
- Maintain data of owned clients' portfolio in CRM and / or other sales systems
- Follow Annual budget/ targets on monthly basis
- Handle Cross trades
- Collect & cross check market info before sharing with commercial unit and Sales & Marketing Manager
- Be aware of the financial status of all new or existing customers, introduce new credit and paying terms, follow up on their application and intervene when needed for their enforcement (credit terms, outstanding amounts, etc.)

Additional tasks:

Trade

- Keep updated records and document existing and potential volumes per customer resulting to targeted quotations and sales leads
- Remain up to date with developments reg. import - export bookings of owned customers.
- Support market analysis providing info by customers to Trade and Pricing in order to implement the specified marketing and sales policies
- Prepare / send and follow up offers to clients
- Maintain data of owned clients' portfolio in CRM and / or other sales systems
- Follow Annual budget/ targets on monthly basis
- Collect & cross check market info before sharing with commercial unit and Sales & Marketing Manager
- Prepare sales reports as required and /or be able to present them in commercial meetings
- Follow up and /or deliver projects set by Sales & Marketing Manager
- Attend meetings with trade and pricing team

Sales

- Prepare sales reports as required and /or be able to present them in commercial meetings
- Follow up and /or deliver projects set by Sales & Marketing Manager
- Attend biweekly meetings with trade and pricing team
- Generate and follow up sales leads to/with other agencies
- Sell full agency services including haulage, customs declaration etc.

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 any innovations and changes within company

Knowledge and Competencies:

Qualifications that are necessary for someone to fill the position

- University graduate ideally in Shipping
- 2 years of relevant experience
- Very good command of English (both verbal and written)
- Very good PC skills (specially in excel)
- Ability to work under pressure
- Familiarity with reporting tools
- Good financial understanding and budgeting
- Excellent communication skills (verbal and written) with customer focus
- Market knowledge and Understanding
- Competition knowledge
- Selling skills
- Ability to follow up and provide constructive feedback
- Ability to understand & reach targets

APPROVALS

POSITION HOLDER: ODYSSEAS SALONITIS

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

MANAGER (of the position): PINAR CAYLAN KOUFOS