



POSITION CARD

DOCUMENT HISTORY_ VERSION

CREATED: 01.2021

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VERSION HISTORY: 3

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| Position: Sales Representative | Company: Tarros Hellas |
| Department: Commercial | Report to: Commercial Manager |
| Position Holder: Maria Kalamaridou | Location: Piraeus |
| Replaced by: Pricing and Customer Service Representative | Function: Sales & Marketing |
| Manager/Individual Contributor: Ind. Contributor | Budget Responsibility: No |

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| Purpose of the Position: Maintain, through rates & visits, existing clientele by trying to meet their requirements, providing the best possible solutions. Market research with the main aim of increasing clientele. Co-operation with all our departments to improve our services. Responsible for taking care of the customer's needs by providing and delivering professional, helpful, high-quality service and assistance before, during, and after the customer's requirements are met, according to our company's policies and values. |
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| Key Accountabilities: <ul style="list-style-type: none">• Sales and visits• Communication with Line• Requests freights to Line sales dept.• Update offers, filing and feedback• Contacts clients for financial discrepancies• Market research from clients-market shares-competition• Coordination in case of lack of equipment in Port of loading or Port of Discharge• Monitoring cargo volumes & service reliability• Corporate with Customer Service regarding customer's issues• Follow up specific important clients' bookings in co-operation with customer service dpt.• Provide excellent services to the customers according to corporate values• Follow up on customer's requests and act proactively when possible |
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- Handle IMO Booking Requests by following the specific Procedure of Tarros Line, Check IMO APPROVAL with Trade or Vessel Operator, before booking confirmation
- Contact with Customers for solving upcoming issues regarding their bookings either via e-mail or phone
- Inform all partners involved (clients/ lines/ POL, POD) for extra costs (storages, overdue, idle, demurages, 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
- Maintain monthly data, statistical data if required by supervisor/management
- Responsible for promoting updates or new Line's services or new tools

Additional tasks

- Input offers in our local system
- Input freights to all the systems of the lines for approval
- Follow up offers upon request from the sales
- Request to line for demurages discounts, detentions on behalf of sales
- Find new customers every month with the help of sales
- Provide information about services and respond to customer complaints
- Organize and support our Sales force
- Gather information about clients
- Reports of all kinds
- Back up for sales
- Preparing monthly statistics
- Monthly meeting with sales
- Weekly meeting with Commercial Manager
- Participate in Sales meeting
- Inform customers about additional services (e.g., inland transport) and route the request to trucking Representative for further evaluation
- Propose new ideas and alternatives for promoting exceptional services
- Train new colleagues, if needed



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 to any innovations and changes within the company
- Support colleagues during busy times or leaves
- Solve problems and achieve results after informing managers and obtaining approval
- Carry out a job through the end, analyze and resolve problems
- Employees with significant authority shall not contact transactions that exceed the limits of their authority
- Adapt quickly and support any innovation and changes made in the company

Knowledge and Competencies:

Qualifications that are necessary for someone to fill the position

- Minimum 1 year 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: MARIA KALAMARIDOU

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

MANAGER (of the position): DIMITRIS KOLOVIS