

## POSITION CARD

DOCUMENT HISTORY_ VERSION
<b>CREATED: 10.2022</b>
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<b>Position:</b> Senior Customer Loyalty Representative	<b>Company:</b> Aegean Container Agency
<b>Department:</b> Commercial	<b>Report to:</b> Commercial Manager
<b>Position Holder:</b> Dimitra Kioussi	<b>Location:</b> Thessaloniki
<b>Replaced by:</b> Customer Loyalty Representative	<b>Function:</b> Customer Loyalty
<b>Manager/Individual Contributor:</b> Ind. Contributor	<b>Budget Responsibility:</b> No

<b>Purpose of the Position:</b>
The Senior Customer Loyalty is responsible for taking care of customer needs by providing and delivering professionalism and high-quality service before, during, and after customer's requirements are met, according to policies and values of Arkas Hellas Group & Aegean Container Agency. Support, guide and coordinate the CL dept in co-operation with the Commercial Manager but also, during his/her absence.

<b>Key Accountabilities:</b>
<ul style="list-style-type: none"> <li>• Provide excellent services to the customers according to corporate values</li> <li>• Follow up on customer's requests and act proactively when possible</li> <li>• Responsible for monitoring and supporting Customer Loyalty team</li> <li>• Be aware of all department's procedures &amp; functions and propose alternative solutions or certain automations to improve work quality between team members and/or affect customers' satisfaction in co-operation with Commercial Manager</li> <li>• Identify customers' needs and promote immediate or best possible solution</li> <li>• Arrange and follow up the procedure of custom clearance and inform clients of all documents required. Coordinate delivery dates and conditions with clients and truckers, when another CL representative is not available.</li> <li>• Follow up vessel's allocation in coordination with MROC (sending forecasts to HQ)</li> <li>• Arrange cargos according to vessel's allocation in coordination with HQ/feeder operator and negotiate additional space if necessary</li> <li>• Input booking details (import/export) to our local and line systems, forward the booking details to the clients/agencies as confirmation and follow up necessary amendments, if needed</li> <li>• Contact with Customers for solving any upcoming issue regarding their bookings either via e mail or by phone</li> <li>• Send the booking list to the export department, when another CL representative is not available</li> <li>• Inform all partners involved (clients/lines/POL, POD) for extra costs (storages, demurrages, undelivered, idle, repair costs, cleaning costs) and solve any discrepancies with customers in coordination with sales, accounting and equipment control department</li> </ul>

- Be aware of Line's procedures/regulations and legal aspects
- Be aware of Pod's procedures/regulations
- Monitor cargo routing for smooth delivery and train customers to use self-care tools
- Monitor and follow up re-exports and COD cargos
- Maintain monthly data, statistical data if required by Commercial Manager/management
- Responsible for promoting updates and new services (i.e. inland transportation etc.)
- Responsible for informing customers about Coastal Schedules/omissions, when another CL representative is not available

#### **Additional tasks:**

- Visit clients to obtain feedback on general service level and propose corrective actions required to improve service level
- Participate in meetings, if requested, on a daily/weekly/monthly basis with other departments within the company
- Propose ideas for promoting excellence in service for all partners and customers in co-operation with Commercial Manager
- Train new team members in co-operation with the Commercial Manager

#### **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 attention in the daily activities
- Support and quickly adapt to any innovations and changes within the company
- Brainstorming and providing innovative ideas to enhance the daily working process

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

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

- Minimum 5 year of experience in relevant function preferably in a shipping agency
- Minimum 5 years of experience in a given department within our agency
- Education: University Degree
- Computer literacy at 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: DIMITRA KIOUSSI****M.D. People, communications and shared Services: WANDA COSTOPOULOS****MANAGER (of the position): THEOFILOS PANAGOPOULOS**