



POSITION CARD

DOCUMENT HISTORY_ VERSION

CREATED: 02.2023

UPDATED: 08.2024

VERSION HISTORY: 3

Position: Senior Customer Loyalty Representative	Company: Arkas Hellas
Department: Commercial	Report to: Customer Loyalty Manager
Position Holder: Marilena Sapounaki	Location: Piraeus
Replaced by: Customer Loyalty Manager	Function: Customer Loyalty
Manager/Individual Contributor: Ind.Contributor	Budget Responsibility: No

Purpose of the Position:

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. A key player in promoting positive customer experience, self-care tools for customers and for handling daily business needs as a reliable partner for customers. Support, guide and coordinate Customer Loyalty dept in co-operation with Customer Loyalty Manager but also, during his/her absence.

Key Accountabilities:

- Provide excellent services to the customers according to corporate values
- Follow up on customer's requests and act proactively when possible
- Responsible for monitoring and supporting Customer Loyalty team, in absence of Manager
- Be aware of all the department's procedures & functions and propose alternative solutions or certain automations to improve work quality between team members and / or affect customers' satisfaction in co-operation with Manager
- Identify customers' needs and promote immediate or best possible solution
- Arrange and follow up the procedure of custom clearance, door deliveries and inform clients of all documents required. Coordinate delivery dates and conditions with clients and truckers, when another CL representative is not available
- Follow up vessel's allocation by sending forecasts to the Trade and in cases needed involve Trade and Pricing dept., for further assistance
- 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
- Handle IMO booking requests by following the specific procedure of Arkas Line, checking IMO approval with Trade or Vessel Operator (for not Arkas Vessels), before booking confirmation
- Contact with Customers for solving any upcoming issue regarding their bookings either via e mail or by phone
- Send the final booking forecast loading list for local export cargo to CFC



- Send the booking list to the export department, when another CL representative is not available
- Send the final T/S report to Transshipment team and follow up t/s cargo for coordinating earlier arrival at final POD
- Inform all partners involved (clients/lines/POL, POD) of extra costs (storages, demurrgages, undelivered, idle, repair costs, cleaning costs) and solve any discrepancies with customers in coordination with the sales, accounting and equipment control department.
- Be aware of Line's procedures/instructions/regulations and legal aspects and follow them precisely
- 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 cargoes
- Maintain monthly data, statistical data if required by 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 meeting, if requested, on a daily/weekly/monthly basis with other departments within the company
- Responsible for following the daily tasks of the rest of the department and provide feedback to Manager
- Evaluate with Manager on any new principals' instructions and guidelines to further guide the team
- Follow up monthly statistics and reports and be fully aware of their meanings and interpretation
- Support Manager with tasks provided (web services, department projects, etc.)
- Cooperate and discuss with Manager daily and weekly tasks
- Propose ideas for promoting excellence in service for all partners and customers in co-operation with Manager
- Train new team members in co-operation with Manager
- Replace and support other team members during holidays/absences

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 at the center of attention in the daily activities
- Support and quickly adapt any innovations and changes within company
- Provide and brainstorm innovative ideas to enhance the daily working process



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
- Minimum 3 years of experience in the position
- 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: MARILENA SAPOUNAKI

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

MANAGER (of the position): LENA APOSTOLIDOU