



POSITION CARD

DOCUMENT HISTORY _ VERSION

CREATED: 01.2021

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Position: Senior Port Operator	Company: Arkas Hellas
Department: Port Operation	Report to: Port Operation Manager
Position Holder: Dimitris Veis	Location: Piraeus
Replaced by: Senior Port Operator	Function: Port Operation
Manager/Individual Contributor: Ind. Contributor	Budget Responsibility: No

Purpose of the Position

Handling tasks and communications with all cooperating Lines, Port Authorities in Piraeus & Thessaloniki and Vessels. Coordinating the daily tasks of the team and providing assistance to the rest of the team, when needed.

Key Accountabilities:

- Handle daily contacts with Lines for vessels position
- Contact terminal's berth planning department in order to organize & control vessels operations
- Train employees according to official procedures of the department (specific sectors based to Training's Planning – Form)
- Contact with vessels' Masters for ops program / NMSW procedures and any problem which may arise
- Report to Lines under his responsibility for any improvement or problem that occurs
- Check – organize and prepare of vessels ops (announcement to PCT & OLTH, appointment system, ops request, etc.)
- Support team on a 24h basis
- Prepare the OPS monthly program based on department's wellbeing/efficiency
- Brief the supervisor on a daily basis regarding important work/personnel related issues
- Suggest alternative solutions/procedures to dpt's Manager for better working efficiency
- Coordinate workload, and distribute tasks amongst the team in each shift
- Coordinate the creation of OPS Processes Project and propose changes - improvements



Additional tasks

- Replace & support Manager or Senior Port Operator during absence
- Perform/handle all representatives' responsibilities

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 in innovations and changes within company

Knowledge and Competencies:

Qualifications that are necessary for someone to fill the position

- University graduate ideally in Shipping
- Two years of relevant experience
- Very good decision-making and problem-solving skills
- Proven experience of managing and coaching teams
- Very good command of English (both verbal and written)
- PC Literate (especially excel)
- Ability to work under pressure and in different working shifts
- Stress management and problem-solving skills
- Familiarity with reporting tools

APPROVALS

POSITION HOLDER: DIMITRIS VEIS

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

MANAGER (of the position): STAVROS KASIMATIS