

## POSITION CARD

### DOCUMENT HISTORY\_ VERSION

**CREATED: 01.2021**

**UPDATED 03.2025**

**VERSION HISTORY: 4**

<b>Position:</b> Senior Port Operator	<b>Company:</b> Arkas Hellas
<b>Department:</b> Port Operation	<b>Report to:</b> Port Operation Manager
<b>Position Holder:</b> Dimitris Veis	<b>Location:</b> Piraeus
<b>Replaced by:</b> Senior Port Operator	<b>Function:</b> Port Operation
<b>Manager/Individual Contributor:</b> Ind. Contributor	<b>Budget Responsibility:</b> 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**