

Contract Agent FG II
Administrative Agent – Administrative Support - Missions

Important Information:

Potential applicants must be registered in one of the relevant calls for expression of interest for Contract Agents (CAST Permanent) corresponding to the Function Group of the position.

For more information, please consult the website of the [EPSO \(European Personnel Selection Office\)](#).

Pre-selected applicants who have not passed the relevant EPSO selection procedure (CAST Permanent) would be invited to do so.

Type of contract: Contract Agent 3a

Job No.: 424237

Grade: FG II

Unit/Team: PMO.5.002

Working place: Luxembourg

Publication: from **28/09/2023** to **11/10/2023** until 18.00 hours Brussels time

We are:

PMO.5.002:

The mission of the PMO (Paymaster Office or Office for the administration and payment of individual entitlements) is to provide a high-quality and user-friendly service to beneficiaries by promptly and accurately managing, determining, and paying individual rights and expenses (e.g., salaries, pensions, sickness insurance reimbursements and mission expenses).

The PMO.5 Unit, located in Luxembourg includes 3 sectors: Sickness insurance III, Luxembourg (001); Travel management (002); Laissez-Passer and Visas (003).

The vacant post to be filled is in the sector of reimbursement of travel expenses in Luxembourg (002). This sector of about 40 dynamic people comprises of three teams and is responsible for:

- Travel costs incurred by staff covered by the Staff Regulations of the Commission and other bodies managed by PMO.5.
- Travel costs incurred by external persons (experts and candidates) invited by the Commission and other European bodies to attend external meetings and/or interviews and/or medical examinations with a view to a possible recruitment.
- Contracts and Financial management.

We propose:

A Contract Agent FG II interesting position as an **Administrative Agent** in the Missions team, dealing with the treatment and reimbursement of missions. Working under the supervision of an official or a temporary agent, the Administrative Agent will:

- Welcome and provide oral and/or written information to officials/other staff, colleagues and hierarchy on the reimbursement of mission expenses, based on the rules in force.
- Handle the management, administrative tracking, and resolution of mission orders submitted by staff members governed by the Staff Regulations of the Commission, as well as other European institutions and Agencies.
- Collaborate on additional tasks assigned by the Team Leader or the Head of Sector.
- Engage in external communication with stakeholders and clients.
- Support missions by assisting in the development, adjustment, and execution of planned missions for different clients.
- Utilize diverse IT tools and participate in testing groups to evaluate the functionality of new applications. Assist in the creation of various newsletters and mission updates.

Please note that, in 2024 a temporary task-force will be created in PMO to manage the end of service of Parliamentary Assistants. Successful candidates may be attached temporarily to this team offering them the possibility to discover a different angle of PMO activities.

Please be aware that the selection panel will be organized a few days after the closure of the vacancy.

We look for:

A well-organised, proactive, dynamic and motivated colleague. The ideal candidate will demonstrate very good organisational skills. He/she will be required to provide customer service with due regard for confidentiality. A sense of teamwork and collaboration is also essential as well as a strong ability to adapt to different situations.

In addition, he/she will demonstrate:

- Good knowledge of the rules on administrative and budgetary management;
- Good organisational and planning skills;
- Ability to provide customer service;
- Proven ability to take initiatives and propose pragmatic solutions;
- Autonomy and pro-activity;
- Good ability to communicate clearly and in a structured manner both orally and in writing with rigour and precision;
- Ability to work under pressure when necessary;
- Flexibility with regard to new requirements, procedures, technologies;
- Analytical capacity.

Please note that the PMO places great importance to customer service. The selected candidate is expected to be client-oriented and might be required, in the interest of the service, to work directly with customers, for instance, in front office team.

The main working languages of the unit are French and English, given our close interaction with Member States. A thorough knowledge of French / English is required.

Contacts:

Contact person: Valentin STOICA, Head of Sector (tel. +352 4301 38291);
valentin.stoica@ec.europa.eu

Eligibility criteria:

On the closing date for application, candidates must meet the following conditions:

- a. be a national of one of the Member States of the Union and enjoy full rights as a citizen;
- b. fulfilled any obligations imposed by the laws concerning military service;
- c. produce the appropriate character references to suitability for the performance of the duties;
- d. be physically fit to perform duties;
- e. produces evidence of a thorough knowledge of one of the languages of the Union and of a satisfactory knowledge of another language of the Union to the extent necessary for the performance of duties.
- f. GF II : Have a level of post-secondary education attested by a diploma, or a level of secondary education attested by a diploma giving access to post-secondary education, and appropriate professional experience of at least three years.

Only qualifications issued or recognised as equivalent by EU Member State authorities (e.g., by the Ministry of Education) will be accepted. Furthermore, before recruitment, you will be required to provide the documents that corroborate your eligibility and the information in your application form (diplomas, certificates, and other supporting documents).

Order of consideration of candidates:

1. Candidates working under the same type of contract/in the same function group for at least two years in an administrative office (OIB/OIL/PMO/EPSO). Please note:

As this is an instance of internal mobility, the contractual conditions remain unchanged. These conditions are governed by the CEOS (Conditions of Employment of Other Servants) and GIPs (general implementing provisions) for contract staff.

2. Candidates working in the same function group and under the same contract type (CA 3a) in an executive agency.
3. If no candidates listed under (1) and (2) are suitable for the position:
 - a. Successful candidates on the list from a PMO panel will first be called on for this profile.
 - b. If necessary, a panel will be organised for the required profile. In order to be eligible, candidates must have passed a complete CAST test in the published function group, which excludes those who responded to the 2013 call for expressions of interest.
 - c. Candidates not fulfilling the above-mentioned conditions but whose education and previous experience meet the requirements set in the vacancy notice and the job description may be invited to participate in a CAST competition in the published function group.

How to apply

By the closing date for applications, candidates should send their application to:
PMO-PUBLICATIONS-AC@ec.europa.eu

Only applications fulfilling the following requisites will be considered:

- **Subject of the email:**
SURNAME – Job Nr 424237 – PMO.5.002
(Please replace SURNAME with your first family name in capital letters)
- **CV and Motivation letter in a unique PDF document by using a PDF merger.**
The name of the file must be:
SURNAME - Job Nr 424237 – Application
(Motivation Letters in different documents or in the email body won't be taken into account)¹

Please send your CV preferably in [Europass format](#) including the following information at the end of the document:

- **List of references:** if available, please indicate the contact details of minimum two references for the most recent and/or most relevant professional experiences (Please ask consent of the person before disclosing their contact details).
- **CAST:** please indicate your Applicant No. as indicated in your EPSO account and the status of your CAST test (successful/not tested/failed)

Selection procedure

No applications will be accepted after the closing date of the vacancy.

Candidates need to succeed in an [EPSO CAST Permanent](#) test relevant to the function group.

Should you be invited for test, the request to sit the EPSO CAST test does not commit in any way the European Commission to invite you for a selection panel or offer you a Contract Agent position, should you succeed the test.

The selection panel will pre-select a limited number of candidates based on the submitted CV and motivation letter.

The pre-selected candidates will be invited for interview and written test soon after the closing date for application. Instruction on the written test will be provided during the interview. Please be aware that the selection panel will be organised soon after the closure of the vacancy.

Shortlisted candidates in the pre-selection-phase will be invited to the final stage of the selection procedure, the interview with the PMO Head of Service.

Please note that having successfully passed the above-mentioned phases does not guarantee to receive an offer.

Please note that due to the large volume of applications received, only pre-selected candidates will be notified.

¹ Please avoid printed and scanned documents

Type of contract and conditions of employment

The successful candidates will be recruited as contract agent pursuant to Article 3(a) of the [CEOS \(Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed by the Commission under the terms of Article 3\(a\) and 3\(b\)\)](#) and in application of [Commission Decision C\(2017\) 6760 final laying down the general provisions for implementing Article 79\(2\) of the Conditions of Employment of Other Servants of the European Union, governing the conditions of employment of contract staff employed by the Commission under the terms of Article 3\(a\) and 3\(b\)](#).

The duration of the initial contract will be concluded for an initial period of 1 year, including a probationary period of 9 months. In the interest of the service, the initial contract may be renewed for a further two years. Any further renewal shall be for an indefinite duration.

The pay of staff members consists of a basic salary supplemented with specific allowances, including, where applicable, expatriation and family allowances. The provisions guiding the calculation of these allowances can be consulted in the Conditions of Employment of Other Servants. The salary of EU staff members is subject to a tax raised by those institutions. Should you need further information on working conditions, please refer to [Working conditions and benefits of EU Careers](#).

Appeals

Candidates have the right to submit complaints under Article 90(2) of the Staff Regulations, should they wish to challenge any act adversely affecting them taken during this procedure. Such complaints may be addressed to the Appeals and Case Monitoring Unit of DG HR (HR-MAIL-F6@ec.europa.eu).

Equal opportunities

The European Commission applies a policy of equal opportunities and non-discrimination in accordance with Article 1d of the Staff Regulations.

Data Protection

Candidates who applied for a vacant post but were not selected, will have their CVs stored in the HR database for a period of 12 (twelve) months in case other vacancy opportunities open in the future.

This processing falls under the Selection procedure for contract agents of DG HR and is covered by DP record DPR-EC-02054.3.

For information related to Data Protection, please see the Specific Privacy Statement in [the Link](#).