



EUROPEAN COMMISSION

DIRECTORATE-GENERAL HUMAN RESOURCES

---

## *Customer & Service relationship coordinator - HR Information Systems*

---

**Vacancy:** Contractual Agent (3b)

**Grade:** FGIV

**Where:** DG HR.04, Brussels

**Publication:** from 24/05/2023 to 21/06/2023 until 12.00 hours Brussels time

Reference n.: 287349 (for application form)

### **We are**

The Human Resources and Security department (DG HR) oversees recruitment policy, training and career management, social policies and working conditions for Commission staff. It is also responsible for keeping buildings and employees safe, making sure that work continues during crises and dealing with online security.

The Unit HR.04 – Digital Solutions is responsible for driving digital innovation and transformation of business services and processes in order to align the HR IT landscape to the strategic vision of modernisation set by the Commission.

The unit operates corporate solutions used by thousands of users inside the Commission and in more than 50 other EU institutions and agencies, has a strong service-orientation and aiming to increase process efficiency and the involvement of the user community.

The unit also manages the collaboration with numerous stakeholders. This concerns not only the business units within DG HR and other HR family DGs and services, but also a growing number of other institutions and agencies using Commission HR IT Digital services (based on Service-Level Agreements).

The Unit is composed of four teams: HR IT Governance; Business Architecture and IT security; Programmes and Project Management; Operations and Services

They cover the following key areas:

- **Drive digital innovation and transformation** in HR business services and processes through development programmes and projects.

- **Design and maintain DG HR's Digital Solutions Strategy** and the corresponding IT capabilities/architecture covering all operational processes owned by DG HR, respecting the corporate IT Governance and Digital Strategy.
- **Coordinate the implementation of the Digital Solutions Strategy** across the DG and in close cooperation with HR family, respecting DG HR's IT governance framework.
- **Implement the Digital Solutions Strategy** for DG HR, through ownership, management and operations of HR IT solutions.

## **We propose**

We propose a challenging position of **Customer and Service relationship coordinator** within the Operations and Services team, who will contribute to the continuous improvement of the HR IT services and to enhance the collaboration with and within the portfolio of customers.

The person appointed will play a key role in the steering of the community network of local correspondents of agencies onboarded on HR IT solutions (e.g. SYSPER). He/she will also contribute to the internal coordination of activities and assist in the processes workflows to improve service and efficiency and to the interaction with multiple stakeholders inside the Directorate-General, in the HR family services, in DIGIT and beyond.

The role will cover the following domains:

1. **BUSINESS MANAGEMENT and PLANNING**
  - a. You will coordinate and have an active contribution to the user network community
  - b. You will act as single point of contact for the community of users and for specific clients
  - c. Perform analysis, monitoring, and continual improvement of relationships with and between stakeholders
  - d. Develop and maintain a strong relationship with key accounts. This involves understanding the needs and expectations of the customer, identifying opportunities for growth and collaboration, and transform them into service proposals
2. **PORTFOLIO MANAGEMENT**
  - a. You will follow and report on the customer satisfaction of the services within scope and propose improvement points
  - b. You will follow and report on the execution of SLA and OLA related to these services
  - c. Provide feedback and reports on the quality-of-service requests and possible improvement points
3. **INFORMATION SYSTEMS MANAGEMENT and MAINTENANCE**
  - a. Ensure up to date service catalogue management
  - b. On regular basis you will check value of service in regards of agreed catalogue
  - c. Provide a single source of consistent information on all services and service offerings, and to ensure that it is available to the relevant audience

The job offers a quite unique opportunity to leverage and develop your coordination and service management skills in a complex international and multicultural environment. The person appointed will integrate a dynamic team consisting of friendly colleagues, focused on delivery, smooth collaboration and service orientation.

## **We look for**

A highly motivated, dynamic, and customer-oriented candidate with good communication, team spirit and problem-solving skills. A strong IT background and experience as Customer service manager or coordinator with at least three years of professional experience in a position with similar duties and domain would be an advantage.

The successful candidate must have:

- Experience in management of operational processes
- Experience in creating indicators and reporting tools
- Can demonstrate good business relationship with the different internal and external stakeholders
- Technical knowledge, or technical awareness at minima in IT
- Capacity to understand interdependencies between technology, operations and business needs
- Advanced drafting skills, including presentation skills;
- Strong analytical capacity and solution oriented thinking;
- Very good communication skills, with ability to analyse and structure complex information;
- High degree of planning and organisational skills, able to prioritise and manage multiple files and deliverables;
- Very good command of spoken and written English equivalent to minimum level C1 and knowledge of French would be an advantage.

Familiarity with the following areas would be an advantage:

- Project/ service management related tools (JIRA, Confluence);
- Service management frameworks / ITIL.

## **Who is eligible to apply?**

You must meet the following eligibility criteria when you validate your application:

### **General criteria:**

Candidates will be eligible for this selection procedure if they fulfil the following formal criteria at the time of the application deadline:

- Be a national of a Member State of the European Union (EU) and enjoy his or her full rights as a citizen;
- Have fulfilled any obligations imposed by applicable laws concerning military service;
- Be physically fit to perform the duties linked to the post
- Produce the appropriate character references as to suitability for the performance of the duties
- Languages: Have a thorough knowledge of one of the official EU languages and a satisfactory knowledge of a second EU language to the extent necessary for the performance of his/her duties;

### Specific criteria – Languages:

Language 1: minimum level C1 in one of the 24 official EU languages

Language 2: minimum level B2 in English, French or German; must be different from language 1

The official languages of the European Union are: BG (Bulgarian), CS (Czech), DA (Danish), DE (German), EL (Greek), EN (English), ES (Spanish), ET (Estonian), FI (Finnish), FR (French), GA (Irish), HR (Croat), HU (Hungarian), IT (Italian), LT (Lithuanian), LV (Latvian), MT (Maltese), NL (Dutch), PL (Polish), PT (Portuguese), RO (Romanian), SK (Slovak), SL (Slovenian), SV (Swedish).

For details on language levels, please see the Common European Framework of Reference for Languages (<https://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>).

### Specific criteria - qualifications & professional experience:

For function group IV, the minimum level of education required is defined as follows:

- A level of education which corresponds to completed university studies of at least three years attested by a diploma; or
- Where justified in the interest of the service, professional training of an equivalent level

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).

## How to apply

The interested candidates should send their application respecting the deadline of the vacancy to the following email address:

[HR-MAIL-04 @ec.europa.eu](mailto:HR-MAIL-04@ec.europa.eu)

The application is to include:

- The application form duly completed
- Your CV
- A motivation letter.

Due to the large volume of applications received, only candidates selected for the interview will be notified.

## Selection procedure

No applications will be accepted after the closing date of the call for expression of interest.

Candidates selected for interviews will have to succeed in [an EPSO CAST exam](#) relevant to the function group. The request to sit the EPSO CAST exams does not commit in any way the European Commission

to invite candidates for a selection panel or offer a Contract Agent position, should they succeed the test.

During the recruitment process, candidates will be requested to supply documentary evidence, in original, in support of the statements made in the application.

For functional reasons and in order to complete the selection procedure as quickly as possible in the interest of the candidates as well as that of the institution, the selection procedure will be carried out in English and/or French only.

For more information on the Contract Agent positions please consult the following [EPSO page](#).

Should a position be offered, candidates are required to undergo a mandatory medical analysis and physical check-up with our selected medical service.

The working conditions of contract staff are governed by the Staff Regulations of Officials and the Conditions of Employment of Other Servants, as described in chapter IV, p. 215 of the following document:

<http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:1962R0031:20110101:EN:PDF>

Contract agents carry out tasks under the supervision of officials or temporary staff members. Further details concerning the nature of tasks and type of duties can be found in the Call for Expression of Interest for Contract Staff [ANNEX I](#)

## **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**

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