



File Handler *PMO.1/PMO.2*

Type of contract: Contract Agent 3A

Grade: FG II

Unit/Team: PMO.1/PMO.2

Working place: Brussels

Publication: from 26/05/2023 to 06/06/2023 until 18.00 hours Brussels time

We are

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).

PMO.1 in Brussels is responsible for:

- determining and managing the individual financial rights of around 45 000 people when they first start working for an EU institution or body, and whenever a life or other event changes those rights;
- calculating and paying salaries and allowances for approximately 50 000 people per month;
- addressing queries and complaints from staff about their salaries and their rights.

PMO.2 in Brussels is responsible for:

- fixing (for the Commission and the agencies) and settling (for all the EU institutions) the financial rights linked to the termination of service/termination of contracts such as pensions, severance grant and unemployment allowance. In that capacity the unit ensures the payment of over 30 000 pensions each month;
- managing the transfer of pension rights from other pension schemes to the EU institutions pension scheme and vice versa;
- calculating and paying the family allowances of former EU staff;
- addressing queries and complaints from former EU staff about their rights.

Both Units aim to provide high quality and in-time services to staff and former staff, the Commission, other institutions, Agencies and bodies in a transparent and customer-oriented way, so that Institutions and their staff can get on with their work.

They work in teams, each of which is responsible for different processes falling under the Units' responsibilities. Each team is led by a Team Leader, most of them under the supervision of a Head of Sector. There are about 105 and 80 staff members respectively in these Units.

We propose

Several contract agent (FGII) file manager positions in PMO.1 or in PMO.2 in one of the teams establishing and managing individual financial rights.

File managers:

- Process SYSPER declarations made by staff and former staff working in the Commission and other EU institutions and bodies which have delegated this activity to the PMO. Their essential preparatory and follow-up work enable the persons in the Team who are verifiers and Appointing Authorities (AA/AIPN) to establish the associated rights.
- Provide written and/or oral information to staff and former staff on their rights based on the rules and guidance in force.
- Should have flexibility/versatility to help out another team working in the field of individual financial rights during peak periods.

The aim of this selection process is to fill a number of current vacancies and to establish a reserve list for upcoming vacancies in both Units.

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.

We look for

We are looking for motivated colleagues who enjoy work, are by nature curious and who have the following skills/qualities:

- an eye for detail, and good analytical capability;
- excellent organisational skills • customer service attitude;
- very strong respect for confidentiality;
- ability to work autonomously and proactively;
- team player who likes to collaborate across teams;
- very good ability to communicate clearly and in a structured way both orally and in writing in English and in French;
- comfortable handling a significant (but not excessive) workload often to tight deadlines and with some workload peaks;

- capacity and willingness to learn; it takes around six months to become fully operational;
- flexibility and openness with regard to new requirements, procedures, technologies;

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 Units are French and English.

Training will be provided on the Staff Regulations, the establishment of rights, and the use of SYSPER Rights so prior experience in these areas is not necessary. Nevertheless, knowledge in these areas would be an asset.

If you would like to know about the work and the working atmosphere in either Unit, please feel free to contact one of the FGII (or anyone else) already working in the Unit.

Am I eligible to apply?

On the closing date for application, in order to be eligible for the post, you must meet the following conditions:

- (a) Enjoy full rights as a citizen of an EU Member State
- (b) Meet any obligations under national laws on military service
- (c) Meet the character requirements for the duties concerned
- (d) Be physically fit to perform her/his duties
- (e) Produce evidence of 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.
- (f) 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 3 years; or where justified in the interest of the service, professional training or professional experience of an equivalent level.

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.

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

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

Please note that only applications fulfilling the following requirements will be considered:

- Subject of the email:
SURNAME – File Handler PMO.1/PMO.2
- CV:
Preferably in Europass format ([Home](#) | [Europass](#)) and 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))
- CV and Motivation letter:
In a unique PDF document, entitled as follows: SURNAME – File Handler PMO.1/PMO.2 - CV & Motivation Letter

Selection procedure

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

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

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 a few days after the closure of the vacancy.

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

Type of contract

The successful candidates will be recruited as contract agent Article 3(a) according to 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 contract will be for an initial period of **1 year**.

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-E2@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

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