



Mobility opportunity for contract staff ¹- PMO
Contract Agent FG II
Administrative Support Agent - Case handler

Type of contract: Contract Agent 3a

Job No.: 427059

Grade: FG II

Unit/Team: PMO.3.002

Working place: Brussels

Publication: from **14/08/2023** to **15/09/2023** until 18.00 hours Brussels time

We are:

PMO.3.001:

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).

Unit PMO.3 "Sickness Insurance I" is one of the three units responsible for managing the Joint Sickness Insurance Scheme (JSIS), which has almost 180.000 beneficiaries. The other two units are in Luxembourg and Ispra. Unit PMO.3 is located in Brussels and consists of four sectors: (i) Tariffication; (ii) Accidents and Occupational Diseases Insurance; (iii) Service to JSIS members, (iv) Medical Authorisations, for a total of some 120 persons.

Sector PMO.3.002 "Insurance Accidents/Occupational Diseases & Subrogation" deals, amongst other things, with the management of cases with reference to the legal basis of Article 73 and article 85 of the Staff Regulations at an interinstitutional level. It comprises 17 people supervised by three team leaders

¹ Published position intended primarily for contract staff - Article 3a in an administrative office (OIB/OIL/PMO/EPSO) or an executive agency, in the same FG as the published position



We propose:

We propose a Contract Agent FG II position as an **Administrative Support Agent – Case handler** in the Teams “Accident, Occupational disease and subrogation”

The selected colleague will be responsible for a number of interesting and varied tasks which include:

- Information and assistance to insured staff
- Case handler for accident, occupational disease and subrogation files
- Management of deadlines
- Reimbursement of medical expenses
- Calculation of indemnities
- Calculation of the amount to recuperate in the context of the subrogation files
- Analysis and management of complex and/or sensitive files

The tasks are very diverse and involve the use of different IT tools. Training will be provided on the job.

The selected colleague might also be requested, in the interest of the service, to work in one of the Unit’s Sector, in particular within the Front Office. Such a position is highly rewarding, offering the opportunity for the handler to provide help and support to our members, sometimes at crucial moments in the life of our JSIS members. The effects of the work done are directly visible, which is very rewarding on a human and intellectual level.

We look for:

A dynamic and motivated colleague who is ready to take on new challenges within a sector of around 17 people. The candidate must demonstrate autonomy in its daily work and have the following skills:

- A good sense of communication and team spirit.
- Proactive approach and ability to propose new procedures that aim to further improve the service.
- Knowledge of the legal basis or the ability to quickly learn the relevant rules regarding accidents, occupational diseases and subrogation.
- good analytical approach to problems, with a high level of service orientation, discretion, flexibility, and professional conscientiousness
- Ability to adapt to tasks and priorities based on the requirements of the service.
- Digital records management.

A good command of written and spoken English and French is required. Knowledge of any other Community languages will also be considered as an asset.

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.

Contacts:

Contact person:

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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.

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 No. 427059 – PMO.3.002
(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 427059– Application
(Motivation Letters in different documents or in the email body won't be taken into account)²

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.

² 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

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