



VACANCY NOTICE - CONTRACT AGENT

Job title	Administrative agent- Front Office agent
Reference	EC-2026-PMO-395622
Application deadline	15.10. 2026 - 12.00 (noon, Brussels time)
Directorate-General (full name)	The Paymaster Office (PMO)
Unit	PMO.3
Place of assignment	Brussels
Domain*	Remunerations, Rights and Obligations
Contract type and Function Group	Contract Agent 3a FG II

About us

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 190.000 beneficiaries. The other two units are in Luxembourg and Ispra. Unit PMO.3 is located in Brussels and consists of four sectors: (i) Tarification; (ii) Accidents and Occupational Diseases Insurance; (iii) Service to JSIS members, (iv) Medical Authorisations, for a total of around 120 people.

The 'Service to JSIS Customers — Front Office' sector manages all relations between the JSIS and its members, on the one hand, and between the JSIS and, associations of former staff, etc. It is the centre of excellence of the JSIS Front Office on the other.



About the role

Two FGII contract agent positions in the PMO.3.003 "Service to JSIS Customers" sector in the Front Office. The varied and highly rewarding work on a human and intellectual level consists of establishing a quality and trusting relationship with JSIS members. This involves providing information, helping, accompanying and processing requests, whether of a general nature or more specific, i.e. related to medical reimbursements, prior authorisations, hospital treatment, etc.

This position offers the opportunity to take concrete action to improve the services offered to our JSIS members and therefore to be an essential part of improving the positive image of our Office. But above all, this position will allow the chosen candidate to measure the importance of their contribution to the life of our JSIS members (active or retired) on a daily basis, so that they can face crucial moments in life more serenely. Working within the sector, you will also be a significant contributor to the compliance, simplification and harmonisation of the rules and procedures that govern JSIS.

The work within JSIS and in particular within the Front Office is highly rewarding. It offers 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.

The successful candidates will be part of a close-knit and dynamic team of over 30 people. As part of the multi-skilled nature of the job, they will be required to meet JSIS members directly, deal with telephone calls, emails or equivalent and letters. With experience, they will be required to follow up specific files.

We will provide the necessary training and promote continuous learning.

The selected colleague might also be requested to work elsewhere in the PMO depending on the needs of the service.

Qualifications, experience and skills

This publication aims to fill 2 positions as JSIS Front Office Administrative Agent.

The ideal candidate should have the following knowledge and skills:

- Knowledge of the rules (General Implementing Provisions) that govern JSIS¹ or the ability to assimilate them quickly;
- Experience in high-level customer services or healthcare services would be an advantage;

¹ [JSIS](#)



- Ability to listen actively, analyse, solve problems, and synthesize effectively;
- Ability to provide accurate, valid, and complete information by using the correct sources, methods and tools;
- The capacity to rapidly provide accurate accounting and numerical information related to costs and reimbursements of medical expenses;
- Ability to express complex concepts, simply and succinctly, both orally and in writing.

Additionally, the selected candidates should demonstrate the following personal qualities:

- Ability to be proactive;
- Ability to adapt and fit in with a multi-faceted approach to work (depending on service needs and priorities);
- Ability to build sustainable relationships of trust through open and interactive communication;
- A high sense of diplomacy, discretion and confidentiality.

Operational knowledge of French or English is essential, and good knowledge of the other language is a strong advantage. Knowledge of any other EU language is an asset.

PMO is working towards full alignment of the Joint Sickness Insurance Scheme across sites. Your functions and job content are likely to evolve as a consequence of these endeavours.

Candidates may be required, when needed by the service, to provide support to other Sectors.

How to express your interest?

You should send your documents in a single pdf in the following order:

1. Your CV
2. Completed application form

Please send these documents by the publication deadline to PMO-EPSO-PUBLICATIONS@ec.europa.eu indicating the selection reference EC-2026-PMO-395622

Eligibility

For eligibility, please consult [this page](#) with all the information needed.