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Do you want to help shape the future of the European Union? Make the planet greener, promote a fairer society, or support businesses and innovation across the EU? Then come and work for the European Commission where you can really make a difference!

Commission staff are a diverse group of people, who are motivated to help make Europe – and the world – a better place. They come from the 27 Member States of the European Union. Different nationalities, languages and cultures make the Commission a vibrant and inclusive working place.

WE OFFER ATTRACTIVE WORKING CONDITIONS AND MUCH MORE:

- Interesting and challenging positions with plenty of opportunities for training and acquiring new skills and competencies over your whole career;
- Opportunities to try several areas of work throughout your career;
- Flexible working conditions and the possibility of teleworking – we care about your work-life balance;
- A competitive financial package, including comprehensive sickness, accident and pension schemes;
- Multilingual schools for your kids;
- We are also proud to be an equal opportunity employer and promote diversity and inclusion.

We recruit from a wide range of backgrounds:

We are not only recruiting political scientists and lawyers but also looking for all kinds of profiles, including natural scientists, linguists and economists, as well as drivers and engineers.

For more information ec.europa.eu/work-with-us.



STAFF RECRUITED ON CONTRACTS

In addition to permanent officials, the European Commission often recruits non-permanent staff. There are two categories of non-permanent staff:

- [temporary agents](#) are recruited to fill vacant positions for a set amount of time or to perform highly specialised tasks.
- [contract agents](#) may provide additional capacity in specialised fields where an insufficient number of officials is available or carry out a number of administrative or manual tasks. They are generally recruited for fixed-term contracts (maximum 6 years in any EU Institution), but in some cases they can be offered contracts for an indefinite duration (in offices, agencies, delegations or representations).

For more information on different [staff categories](#).



Administrative Assistant - Caisse de Maladie - Prise en charge

Paymaster Office (PMO) of the European Commission

Selection reference: PMO/COM/2024/850

Domain: Human Resources

Where: Unit PMO.5.001 - Sickness Insurance, JSIS - Luxembourg

Staff category and Function Group: Temporary agent 2b – Administrative

Grade: AST 1-3

Publication deadline: 22.04.2024 - 12.00 (Brussels time)

WE ARE

Unit PMO.5 is located in Luxembourg and includes the following 3 sectors: The Joint Sickness Insurance Scheme (JSIS) (001); Reimbursement of travel expenses (reimbursement of mission costs, reimbursement of experts' and candidates' expenses) (002) and Laissez-Passer and Visas (003) (sector located in Brussels).

The vacancy concerns the sickness insurance (JSIS) sector. The sector counts with 47 dynamic colleagues, and is responsible for the reimbursement of medical expenses for the following members and their dependents:

- Staff covered by the Staff Regulations of the institutions and agencies located in Luxembourg, Germany and Austria;
- European Parliament staff (all places of employment);
- Members of the European Parliament on half of the European Parliament (SLA);
- Retired staff (residing in Germany, Austria and Luxembourg);
- Staff of the European Schools in Luxembourg, München, Frankfurt and Karlsruhe
- Beneficiaries of unemployment benefit which were covered by this Settlements Office at the time of departure (Articles 28a and 96 of the CEOS).

WE PROPOSE

A job of administrative assistant in the Direct billing team, with a strong focus on customer service and assist people. You will work in a small team under the supervision of the team leader and a head of sector, and your main tasks will be to deal with direct billing requests (i.e invoices with significant medical expenses are paid directly and totally by the JSIS) in accordance with the Joint Rules of the Joint Sickness Insurance Scheme (JSIS). You will be in contact with active staff and pensioners, hospitals, nursing homes and will work closely with the other teams of the JSIS sector and with two other teams of PMO in Ispra and in Brussels dealing with the same subject.

(Selection reference: PMO/COM/2024/850)



This job will give you the opportunity to take concrete action to improve the services offered to our members and thus to contribute to improving the positive image of our Office. Above all, this job will enable the selected candidate to realise on a daily basis about the importance of his/her contribution to the life and wellbeing of our members (active or retired), who find themselves sometimes in difficult health and economic situations.

Duties:

- The successful candidate will need to identify priorities and to analyse complex files in detail to decide on the granting of direct billing.
- An important aspect of this work is to establish a relationship of quality and trust with JSIS members. This involves the provision of assistance and support by phone and by written to JSIS members in view of their hospitalization.
- As a flexible and multitask agent, he/she will — in addition to the processing of prior authorization requests — contact JSIS members, clinics, hospitals or doctors and respond to members by telephone, e-mail or equivalent in questions related to JSIS.
- He/she will collaborate with the other JSIS teams as well as with medical officers.
- He/she may be asked to deal with specific questions at the request of the Head of Unit/Sector and the Team leader and provide assistance and advice.
- He/she will contribute to the simplification of procedures. He/she will participate in the knowledge management of the JSIS with regard to questions of direct billing, invoicing and excessive billing.
- With experience, he/she may be required to help other JSIS teams. He/she will replace the Team leader when necessary.
- The necessary training will be provided internally, and we promote continuous training.

WE LOOK FOR

This publication aims to fill 1 position.

The ideal candidate has a proven experience in administrative and budgetary procedures, with solid organisation skills and a background in work coordination and planning.

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

- has very good collaborative skills, is rigorous and has an eye for detail,
- has a strong sense of team spirit, of client service and confidentiality,
- possesses strong empathy and sensitivity for medical issues
- is ready to take initiatives and proposes pragmatic solutions, to work autonomously and proactively,
- is able to work under pressure when necessary,
- is flexible with regard to new requirements, procedures and technologies,
- is multitasking.



Good command of French and German is required. It is also essential that the candidate is confident in English. Knowledge of other languages would be 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.

The pre-selected candidates will be invited to an interview and written test soon after the closing date for application.



HOW TO EXPRESS YOUR INTEREST?

1. Please send your documents in a single pdf by using a PDF merger (and not printed and scanned docs). The name of the single document must be: **SURNAME - PMO/COM/2024/850 – Application** (Replacing surname by your surname). Include a List of references in your single document (contact details of minimum two references). Applications not meeting these requirements will not be considered.
2. You should send your documents in a single pdf in the following order:
 1. your CV
 2. duly filled in application form.
3. Please send these documents by the publication deadline to:
PMO-PUBLICATIONS-AC@ec.europa.eu indicating the call for interest reference **PMO/COM/2024/850** in the subject.

No applications will be accepted after the publication deadline.



ANNEX

1. Selection

➤ Am I eligible to apply?

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

Our rules provide that you can only be recruited as a temporary agent at the European Commission if you:

General criteria:

- Are a citizen of a Member State of the EU and enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by applicable laws concerning military service;
- Are physically fit to perform the duties linked to the post;
- Produce the appropriate character references as to suitability for the performance of the duties.

Qualifications:

In order to be recruited in this position, you must have at least either 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 the eligibility criteria (diplomas, certificates and other supporting documents).

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU¹

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 (Croatian), HU (Hungarian), IT (Italian), LT (Lithuanian), LV (Latvian), MT (Maltese), NL (Dutch), PL (Polish), PT (Portuguese), RO (Romanian), SK (Slovak), SL (Slovenian), SV (Swedish).



- AND a satisfactory knowledge (minimum level B2) of a second official language of the EU, to the extent necessary for the performance of the duties.

➤ **What about the selection steps?**

The post was published internally within the Commission, inter-institutionally, and brought to the attention of competition laureates.

In accordance with Article 29 of the Staff Regulations, applications from Commission officials, officials from other Institutions, and laureates of competitions have priority. Only in the case that no suitable candidate can be found from the afore-mentioned categories this vacancy notice is published and is open to other applicants².

The selection panel will choose a limited number of candidates for interview, based on the CV and motivation letter that they submitted. Due to the large volume of applications, we may receive, **only candidates selected for the next step of the selection phase will be notified.**

For operational reasons and in order to complete the selection procedure as quickly as possible in the interest of the candidates and of the institution, the selection procedure will be carried out in English and possibly in a second official language.

2. Recruitment

The candidate selected for recruitment will be requested to supply documentary evidence in support of the statements made in their application.

The successful candidate will be required to undergo a mandatory pre-recruitment medical check-up, carried out by the Commission.

➤ **Type of contract and working conditions**

The place of employment will be in **Luxembourg**.

In case the successful candidate is an external candidate, s/he will be engaged as a **temporary agent under Article 2(b) of the [Conditions of Employment of Other Servants](#), in function group AST.**

² Officials from the Commission or other Institutions are invited to use the standard channels (Sysper or inter-institutional vacancy portal).



The recruitment grade, as well as the step in that grade, will be defined on the basis of the duration of the candidates' previous appropriate professional experience, in accordance with [Commission Decision C\(2013\)8970](#) laying down the criteria applicable to classification in step on engagement.

The duration of the **1st contract will be of 1 to 3 years**. The contract might then be extended only once for a maximum of 2 years and in the interest of service. The duration of the extension will be defined according to the General Implementation Rules in force at that moment, in accordance with [Commission Decision C\(2013\)9049](#) on policies for the engagement and use of temporary agents.

All new staff have to successfully complete a 9-month probationary period.

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. As a member of staff of the European institutions, your pay is subject to a tax raised by those institutions.

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

Should you need further information on working conditions, please refer to [Working conditions and benefits of EU Careers](#).

For information related to Data Protection, please see the [Specific Privacy Statement](#) under "7. Information to data subjects on their rights", to find your rights and how to exercise them in addition to the privacy statement, which summarises the processing of your data.