



MAKE A DIFFERENCE - JOIN THE EUROPEAN COMMISSION

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

in PMO of the European Commission

Job title: Administrative Assistant - Coordination - Transfer IN of pension rights

Domain: Remuneration, rights and obligations

Where: Unit PMO.2 "Pensions" - Brussels

Function Group: FG III

Contract Type: 3a

Express your interest until: 19.07.2024 - 12.00 (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.2 Pensions Unit** (with around 80 persons) consists of two sectors:

- The "Pensions" sector is responsible for fixing and paying out the pension rights (retirement, invalidity and survivor's pensions) of officials and other servants.
- The "Pension Transfers & unemployment allowances" sector, composed out of 3 sub-teams: one is responsible for the transfer IN of pension rights; one is responsible for the transfer OUT of pension rights accumulated within the EU and one team is in charge of the unemployment benefits for staff who end their contract with the European institutions.

In addition to the two sectors, there is a team attached to the Head of Unit, which is the family allowances team for the staff in post activity.

WE PROPOSE

Within the sector « Pension Transfers & unemployment allowances" (PMO.2.002), in the Transfer IN team, we propose a position of administrative assistant whose main tasks will be:

- Dispatch to the file handlers the incoming requests for transfer in of pensions rights submitted by the agents. Ensure coherent management of the different functional mailboxes.
- Monitor files and their deadlines by applying the procedures laid down for transfers (compliance with deadlines, quality standards, etc.) for all agreements (Member States + international organisations).
- Ensure a smooth training path for new colleagues in the team: on the job training, specific EU Learn trainings. Deliver trainings in FR / EN on the domain of inward pension transfers.
- Help in operating the call centre. Answer requests coming from clients (in-person meetings/telephone/e-mail) and through PMO Staff Contact.
- Act as back up for drafting replies to complaints.

(Reference: Call for interest EC/2024/PMO/453788)



Above responsibilities shall be carried out in accordance with the Staff Regulations, respecting the deadlines set for carrying out these activities and the related quality standards.

Please be aware that the selection panel will be organised few days after the closure of the vacancy.

WE LOOK FOR

This publication aims to fill 1 position.

We are looking for an administrative assistant in the Transfer IN team, as coordinator.

We are looking for a highly motivated, well-organised, proactive, communicative and dynamic professional who has a customer mindset and who will contribute in offering the best possible service to our customers.

The ideal profile for the job is a candidate with:

- At least 2 years of relevant experience in statutory and financial matters, in particular in the field of the rights and obligations of officials and other servants.
- A good knowledge of ethical standards.
- Excellent numerical and analytical skills, with strong attention to detail
- Excellent information management (especially in complex files) and organizational skills
- A proven experience in customer service.
- Adequate knowledge of the pension rights of officials and other servants of the European Union, in particular Article 77 of the Staff Regulations and Annex VIII.
- Knowledge of MS Excel.

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

- **Teamwork and Independence:** Capable of working both as part of a team and independently, performing tasks and prioritizing according to service requirements.
- **Problem-Solving:** Possesses the ability to listen, analyse, and solve problems effectively.
- **Language Skills:** Proficient in French and English; knowledge of other Community languages would be an asset for communicating with all rights holders.
- **Flexibility:** Adaptable to manage urgent tasks and adept at identifying priorities.
- **Communication:** Able to synthesize and clearly explain complex files.

The candidates are expected, when needed by the service, to provide support to other Sectors.

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?

With a view to guaranteeing equal access to all, the Commission recruits from an open database of spontaneous applications. The present call for interests aims at helping the recruiters to identify potentially interested candidates within this database.

In practice, to express your interest, please follow the subsequent steps:

1. If you are not registered yet in the open EPSO database, please do so at the following address: [CAST Permanent](#). Please select under selection procedures for contract agent the CAST permanent profile that best suits your education and experience.

2. You should send your documents in a single pdf in the following order:
1. your CV 2. motivation letter 3. duly filled in application form.

Please send these documents by the publication deadline to: PMO-PUBLICATIONS-AC@ec.europa.eu indicating the call for interest reference **EC/2024/PMO/453788** 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 contract 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 position;
- Produce the appropriate character references as to suitability for the performance of the duties.
- Have passed an EPSO CAST in the relevant Function Group for this position. At the stage of the application, it is sufficient to be registered in the [EPSO CAST](#) data base.

Qualifications:

- (a) Have a level of post-secondary education attested by a diploma OR
- (b) 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.

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU¹
- AND have a satisfactory knowledge (minimum level B2)² of a second official language of the EU, to the extent necessary for the performance of the duties.

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).

² 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>).



➤ **What about the selection steps?**

The selecting unit chooses from the EPSO database³ candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best candidates. Due to the large volume of applications that we may receive only candidates selected for the interview 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.

³ Therefore, candidates who did not pass already a CAST on the level Function Group [III], should register their profile at this [address](#).



2. Recruitment

The candidate selected for recruitment will be requested to provide documentary evidence in support of the statements made in the database and, where relevant, the call for interest.

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 **Brussels**.

The successful candidate will be engaged as a **contract agent under Article 3(a) of the [Conditions of Employment of Other Servants](#), in function group FG III**. General information on Contract Agents can be found at this link.

The grade or proposed grade range, as well as the step in that grade, will be defined on the basis of the candidates' previous professional experience, in accordance with [Commission Decision C\(2017\)6760](#) laying down the criteria applicable to classification in step on engagement.

For contract agents under Article 3(a) the first contract will be 1 year. The contract might be extended in the interest of the service. If a second extension of the contract is in the interest of the service, the contract will be for an indefinite duration.

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\(2017\)6760](#) on policies for the engagement and use of contract 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.