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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 – Administrative support-Missions DG PMO of the European Commission

Selection reference: PMO/COM/2024/2587

Domain: Support Staff

Where: PMO.5.002:Travel Reimbursements

Staff category and Function Group: Temporary agent 2b

Grade: AST 1-4

Publication deadline: 20/12/2024 - 12.00 (Brussels time)

WE ARE

The PMO.5 Unit, located in Luxembourg includes 3 sectors: Settlements Office - Luxembourg (001), Travel reimbursements (002), Laissez-Passer and Visas (003).

The vacant post to be filled is in the sector of reimbursement of travel expenses in Luxembourg (002). This sector is about 40 dynamic people comprises three teams and is responsible for:

- Travel costs incurred by staff covered by the Staff Regulations of the Commission and other bodies managed by PMO.5;
- Travel costs incurred by external persons (experts and candidates) invited by the Commission and other European bodies to attend external meetings and/or interviews and/or medical examinations with a view to possible recruitment.
- “My Commuting” public transport reimbursement policy for statutory staff members of the Commission and other European bodies, in activity with Brussels, as their place of employment.

WE PROPOSE

We propose a position of Administrative Assistant – Travel management in charge of:

In the field of the Travel management :

- Welcoming and providing oral and/or written information to officials/other staff, colleagues and superiors on the reimbursement of business travel, expenses, based on the rules in force.
- Management, administrative follow-up and settlement of mission orders submitted by staff covered by the Staff Regulations of the Commission, other European institutions and Agencies.
- Ex-ante controlling.
- Assume the IT coordination, follow-up and support for the application used withing the Travel Management sector



The position[s] will consist of:

- Manage a portfolio of client(s) in the field of the missions (GEMI – Missions manager)
 - Provide customer support, information and advice to staff on mission and financial authorising officers.
 - Create and manage visa chains as required by the DG.
 - Handle mission expense declarations and associated supporting documents, addressing varying levels of complexity.
 - Manage data encoding and settlement of mission expenses upon the submission of expense declarations.
 - Answer and attribute to colleagues the customer questions and queries from the internal ticket system.
- IT coordination:
 - Coordinate and follow up for the IT change requests and issues for the applications within sector/unit
 - Animate training sessions and workshops for the sector / unit.
 - Represent the sector in various meetings in the field of the IT (specifications, improvements, ...)
 - Provide or coordinate for the sector/unit statistics in the field of the travel management.
- Manage the workload and assure that the tasks and deadlines are well completed, and the expected results are achieved.
- Take charge of one's own training plan to enhance skills and optimise performance.
- Contribute to the improvement of the PMO communication, information, staff engagement and knowledge sharing.

WE LOOK FOR

This publication aims to fill 1 position. We are looking for an Administrative Assistant – Missions.

The ideal profile for the job is a dynamic and motivated candidate who will demonstrate:

- Experience providing high quality customer service;
- Previous relevant experience in coordination of tasks;
- Background in Project Management and IT;
- Strong capacity to communicate clearly and in a structured manner with clients and other stakeholders, both orally and in writing with rigour and precision;
- Flexibility with regard to new requirements, procedures, technologies.

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

- Excellent interpersonal skills;
- Very good organisational skills and confidentiality;



- A sense of teamwork and collaboration;
- A strong ability to easily adapt to different situations;
- Proven ability to take initiatives and propose pragmatic solutions;
- Autonomy and pro-activity;
- Ability to work under pressure when necessary;
- Problem-solving skills.

The main working languages of the unit are French and English, given our close interaction with Member States.

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?

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 **PMO/COM/2024/2587** 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
- 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.

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).



➤ **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.**

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.

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



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.