



## **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, backgrounds, languages and cultures make the Commission a vibrant and inclusive place to work.

### **WE OFFER ATTRACTIVE WORKING CONDITIONS AND MUCH MORE:**

- Interesting and challenging positions with plenty of opportunities for training and acquiring new skills and competencies throughout your whole career
- Opportunities to try several areas of move between different policy your career
- A package of flexible working conditions including the possibility of teleworking – we care about your work-life balance
- A competitive financial package, including comprehensive healthcare, accident and pension schemes
- A multilingual, multicultural workplace where personal and career development are strongly promoted
- Multilingual schools for your children

### **We recruit from a wide range of backgrounds and actively promote diversity and inclusion:**

We do not only recruit political scientists and lawyers but are also looking for all kinds of profiles, including scientists, linguists, IT experts, data analysts and economists, as well as drivers and engineers.



We are committed to equal opportunities and to fostering a rich, diverse and inclusive working environment. We aim for our workforce to be representative of European society and strongly welcome applications from all qualified candidates. We actively seek to create a workplace where each staff member feels valued and respected, can give their best and can develop to their full potential.

To promote diversity and establish a geographically balanced pool of candidates, we strongly encourage applicants from Member States which are currently underrepresented in the European Commission workforce to apply. These Member States are currently Austria, Cyprus, the Czech Republic, Denmark, the Netherlands, Estonia, Finland, Germany, Ireland, Luxembourg, Malta, Poland, Portugal, Slovakia and Sweden<sup>1</sup>. Recruitment will however remain strictly based on the merits of all applicants and no positions will be reserved for nationals of any specific Member State.

For more information [ec.europa.eu/work-with-us](https://ec.europa.eu/work-with-us)

## **STAFF RECRUITED ON CONTRACTS**

In addition to permanent officials, the European Commission offers non-permanent positions. 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](#)

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<sup>1</sup>Please note that the list of underrepresented Member States may be subject to future amendment based on potential data changes over time.



# **Administrative Assistant Control Assistant – Verification/Coordination – Unemployment benefits in PMO of the European Commission**

**Selection reference: PMO/COM/2024/2773**

**Domain:** REMUNERATION, RIGHTS and OBLIGATIONS

**Where:** Unit PMO.2.002 - „Pensions“, Brussels

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

**Grade:** AST 1- 4

**Publication deadline:** 31/01/2025 - 12.00 (Brussels time)

## **WE ARE**

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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).

The mission of the unit PMO.2 is to determine and pay the pensions (including transfers of pension rights), unemployment allowances and individual financial rights of former staff of the Commission and other EU institutions, bodies, and agencies that have delegated these functions to the PMO, as well as their family members. The activities are executed in a transparent and customer-oriented way by the 85 unit employees.

The unit is composed out of 2 sectors (001.Pensions and 002.Transfers of pension rights and unemployment).

## **WE PROPOSE**

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PMO.2 is seeking to hire one proactive and detail-oriented Administrative Assistant (AST) to join the Unemployment Benefits Team. The successful candidate will support operational and administrative processes, ensure the accuracy and consistency of unemployment-related files, and act as a critical link between team members, ex staff, and institutional partners. This role also offers an opportunity to contribute to knowledge management, communication, and process improvement initiatives.

The position will consist of:

(Reference: Selection reference PMO/COM/2024/2773)



- Verifying and validating unemployment benefit files for former staff and managing monthly declarations.
- Overseeing the functional mailbox for unemployment-related inquiries and ensuring timely correspondence in ARES.
- Providing inputs for replies to Article 90 complaints, including chronological documentation and analysis of case files.
- Guiding file handlers on procedural compliance and handle complex cases as needed.
- Acting as IT correspondent for relevant systems, contributing to their development, maintenance, and troubleshooting.
- Serving as a back-up for the Team Leader, ensuring operational continuity.
- Assisting team members in responding to inquiries from staff (via email, phone, or in person) and liaising with other HR teams and institutions.
- Supporting internal communication initiatives such as newsletters, training sessions, and public relations events like PMO Info Tours.
- Drafting, editing, and updating information materials in French and English.
- Acting as Knowledge Management (KM) Correspondent by organizing and updating the PMO Knowledge Hub.
- Developing and maintaining onboarding packages and ensure clarity, accuracy, and relevance of shared documents.

## **WE LOOK FOR**

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We are looking for an Administrative Assistant - a highly motivated, well-organised, proactive, communicative and dynamic Administrative Assistant who has a client-oriented mindset.

The ideal profile for the job demonstrates the following skills and experience:

- At least three years of relevant experience in operational verification, administrative coordination, or similar roles.
- Solid understanding of internal control procedures and EU staff regulations regarding remuneration and rights.
- Ability to conceptualize challenges and propose practical solutions.
- High level of accuracy in handling data and correspondence.
- Structured approach to prioritizing tasks and delivering results under deadlines.
- Strong interpersonal skills and capacity to collaborate effectively in a multicultural environment.

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

- Ability to communicate in a clear manner technical matters to hierarchy/team members/ ex staff.
- Managerial self-awareness and eagerness to develop management skills.
- Resilience and flexibility to deliver results under strict deadlines with an important volume of transactions.



- Personal integrity, respect of confidentiality and due attention to personal data protection.

We expect the candidate to demonstrate very good oral and written communication skills in English and in French. For both languages C1 level is required.

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?**

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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-PUBLICATIONS-AC@ec.europa.eu](mailto:PMO-PUBLICATIONS-AC@ec.europa.eu) indicating the selection reference PMO/COM/2024/2773 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 for 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 EU<sup>2</sup>
- 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.

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<sup>2</sup> 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<sup>3</sup>. If these candidates do not best fit the requirements for the position, the Commission can recruit a temporary agent.

A selection panel will choose a limited number of candidates for interview, based on the CV and application form 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 **Brussels**.

In case the successful candidate is not an official or a competition laureate, they will be recruited as a **temporary agent under Article 2(b)/2(d) of the [Conditions of Employment of Other Servants](#), in function group AST.**

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<sup>3</sup> Officials from the Commission or other Institutions are invited to use the standard channels (Sysper or inter-institutional vacancy portal).



## ➤ **Grade**

The recruitment grade, as well as the step in that grade, will be determined in accordance with [Commission Decision C\(2013\)9049](#) on policies for the engagement and use of temporary agents and with [Commission Decision C\(2013\)8970](#) laying down the criteria applicable to classification in step on engagement.

The recruitment grade will be that of similar competitions in the field that have been recently published or already planned. Otherwise, recruitment will be at the level of AST1, AST2 or AST3. The recruitment grade will be that of similar competitions in the field published or already planned. The maximum recruitment grade is AST4, which may be granted under very exceptional circumstances, based on the assessment of the needs of the service, notably the nature of the profile sought, the level of responsibility to be exercised, or the labour market conditions for the profile in question, and the duration of the candidates' previous appropriate professional experience.

The duration of the **1<sup>st</sup> 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.