



## **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 Support Agent

## in the Paymaster Office of the European Commission

**Job title:** Administrative Agent

**Domain:** Support Staff

**Where:** Unit PMO.5 - „Sickness insurance III & travel management“, Luxembourg

**Function Group:** FG II

**Contract Type:** 3a

**Express your interest until:** 11.04.2025 - 12.00 (Brussels time)

### WE ARE

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The **PMO.5 Unit**, mainly based in Luxembourg, is part of the Paymaster Office or Office for the administration and payment of individual entitlements (PMO).

It includes 3 sectors: Sickness insurance - Luxembourg (001), Travel Reimbursements (002), Laissez-Passer and Visas (003).

The vacant position is in the sector Sickness Insurance – Luxembourg (001), in a diverse team of more than 50 professionals. It is responsible for the reimbursement of medical costs and the management of medical authorizations for the members of the Joint Sickness Insurance Scheme (JSIS), including staff and retired staff from various European Institutions and Agencies, mainly located in Luxembourg, Germany and Austria.

### WE PROPOSE

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A post of *Administrative Support Agent* in the PMO.5.001 sector, within the Claim and Reimbursement and the Tarification Teams.

This sector consists of a diverse, multicultural team committed to delivering top-quality service to JSIS members.

In particular, working under the authority of the Head of Sector and the Team Leader, you will ensure proper management, archiving and scanning of documents as well as reimbursement of medical expenses (the so called ‘Tarification’) in accordance with the rules of the JSIS members.

Among your multiple and varied tasks, you will be requested to:

- Ensure the coordination of mail delivery.
- Ensure smooth and permanent relationships with central mail.
- Scan the supporting documents received by JSIS.
- Prepare the outgoing mail and send it.
- Act as e-Domec correspondent for the unit to the DG's Document Management Officer (DMO).



- Secure physical protection, conservation and transfer of documents, records and files (both paper and electronic).
- Process all this data in compliance with rules on data protection and medical secrecy.
- Check beneficiaries' entitlements and compliance of supporting documents.
- Contact in writing or by telephone with the member ("Staff contact") for clarifications.
- Contact with service providers (hospitals, pharmacies, laboratories, opticians, etc.) to clarify or to correct invoices.
- Assign the reimbursement codes in accordance with the JSIS Rules, possibly after consulting the Medical Officer.
- Introduce into the IT-system the rates corresponding to the services contained in each request for reimbursement or hospital invoice, along with explanatory notes.
- Proceed to ex-ante/ex-post controls if requested.
- In parallel, under the authority of the Head of Sector and the Team Leader you may be involved in the payment process of hospital invoices.

Depending on the needs of the service, the selected colleague may also be requested to support the Front Office team, by responding to phone calls and written questions of the staff.

## **WE LOOK FOR**

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This publication aims to fill **1 position**.

We're looking for someone who is structured, detail-oriented, and committed to great client service:

- You work well both independently and as part of a team.
- Problem-solving comes naturally to you, and you have experience analysing and resolving issues.
- Strong communication skills in French (C1) and English (B2) are essential. Speaking another EU language (B2+) is a plus.
- A background in IT (either studies or work experience) and familiarity with financial/accounting tasks would be valuable.
- You're proactive, able to handle deadlines and priorities, and can work under pressure when needed.
- Empathy, responsiveness, and a methodical approach define your working style.
- You enjoy engaging with people over the phone and are comfortable with written communication.

Due to the large number of applications we receive, only pre-selected candidates will be notified. 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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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 [by using a PDF merger and not printed and scanned docs], in the following order:
  1. your CV
  2. completed application form.

The name of the single document must be: **SURNAME - EC/2025/PM0/473492 – 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.

3. Please send these documents by the publication deadline to [PMO-PUBLICATIONS-AC@ec.europa.eu](mailto:PMO-PUBLICATIONS-AC@ec.europa.eu) indicating the call for interest reference **EC/2025/PM0/473492** 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 EU<sup>2</sup>
- AND have a satisfactory knowledge (minimum level B2)<sup>3</sup> of a second official language of the EU, to the extent necessary for the performance of the duties.

#### ➤ What about the selection steps?

The selecting unit chooses from the EPSO database<sup>4</sup> candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best

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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).

<sup>3</sup> 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>).



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.

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<sup>4</sup> Therefore, candidates who did not pass already a CAST on the level Function Group II, 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 **Luxembourg**.

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 II**. 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.