



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 GREAT JOBS AND GREAT WORKING CONDITIONS :

- 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 Sweden¹. 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

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](#)

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



Administrative Agent – Transfer IN of pension rights

in the Paymaster Office (PMO) of the European Commission

Job title: Administrative Agent – Transfer IN of pension rights

Domain: Remunerations, Rights and Obligations

Where: Unit PMO.2.002 – "Pensions", Brussels

Function Group: FG II

Contract Type: 3a

Express your interest until: 05.06.2025 – 12.00 (Noon, Brussels time)

WE ARE

The mission of the PMO (Paymaster Office) 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 "Transfer of pension rights & 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.

WE PROPOSE

Within the sector "Transfer of pension rights & unemployment allowances" (PMO.2.002), in the Transfer-In team, we propose a position of administrative agent whose main tasks will be:

- Handle requests of transfer of pension rights submitted by clients in conformity with the rules laid down in Annex VIII of the Staff regulations and the General implementing provisions related to Article 11.2 and 3;



- Monitor files (check eligibility, make calculations, proposals for recognition of annuities, drawing up accounting documents, requests for payments to the scheme) by applying the procedures laid down for transfers (compliance with deadlines, quality standards, etc.) for all agreements (Member States + international organisations + Non-Member States). Prepare the decisions of the Appointing Authority;
- Ensure the overall consolidation of each client's file, in particular when several pension funds are concerned. Store and archive documents in the related files in the PABS IT system;
- Switch swiftly between Human Resources and Financial IT systems, as the following: Post Activity Beneficiary Suite (PABS), Human Resources Management system tool (SYSPER), Systems, Applications, and Products (SAP), Business Objects Infoview (BO), Payroll management tool (NAP), EC finance tool (SUMMA);
- Provide input to replies to art. 90 complaints by chronologically enumerating events, gathering official documents in the files and listing client interactions;
- Liaise with national pension schemes, i.e.; transmission of requests, timely follow-up and reminders, requests for missing information/clarifications;
- Exchange all correspondence with clients (drafting and/or translating notes);
- Identify sensitive/difficult files, bring them to the attention of team members/team leader; identify files requiring the input of the PMO legal team and inform the team leader;
- Explain statutory rules and provide information to staff members clients/pension schemes;
- Participate in the rotation for the call center. Answer requests coming from clients (in-person meetings/telephone/e-mail) and through PMO Staff Contact;
- Participate proactively to the team meetings/unit meetings;
- Act as financial operational and financial initiating agent respecting the Financial Regulation (preparation of payments).

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.

The selected colleague might also be requested to work elsewhere in the PMO depending on the needs of the service. This could in particular involve contributing to the PMO's Front Office efforts, responding to phone calls and written staff questions.

WE LOOK FOR

This publication aims to fill 1 position.



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

The ideal candidate should have:

- knowledge of EC ethical guidelines
- good mathematical thinking, analytical skills, 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 or be ready to acquire it quickly;
- Knowledge of Excel.

A relevant experience and good knowledge of statutory and financial matters, in particular in the field of the rights and obligations of officials and other servants will be an advantage.

Additionally, the selected candidate would be:

- capable of working both as part of a team and independently, he/she will perform tasks and priorities according to service requirements and has the ability to listen to, analyse and solve problems;
- rigorous and have a good sense of analysis;
- flexible to manage urgent tasks and identify priorities;
- able to synthesize and explain clearly complex files.

The main working languages are French and English, and the knowledge of other EU languages is beneficial for the service, taking into consideration the population of customers we serve.

Specific training in the field of transfer of pension rights is provided within the sector itself.

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

The pre-selected candidates will be invited for an interview and a written test.

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 two 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. completed application form.

Please send these documents by the publication deadline to PMO-PUBLICATIONS-AC@ec.europa.eu indicating the call for interest reference EC/2025/PMO/271497 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 EU²
- AND have a satisfactory knowledge (minimum level B2)³ of a second official language of the EU, to the extent necessary for the performance of the duties.

² 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).

³ For details on language levels, please see the Common European Framework of Reference for Languages (<https://europa.eu/europass/cedefop.europa.eu/en/resources/european-language-levels-cefr>).



➤ **What about the selection steps?**

The selecting unit chooses from the EPSO database⁴ 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.

⁴ 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 **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 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.

The first contract will be 1 year. The contract may be renewed in the interest of the service for a fixed period. If a second renewal is in the interest of the service, the contract will be for an indefinite duration.

The duration of the renewal 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.

The selected candidate shall serve 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.