



## **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 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 Agent – Front Office JSIS

## in the Paymaster Office [PMO] 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:** 02.07.2025 - 12.00 (noon, Brussels time)

### WE ARE

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

There are 2 vacant positions in the Sickness Insurance team in Luxembourg, a dynamic sector of around 50 professionals handling reimbursement of medical costs and prior authorizations for the following affiliates:

- Statutory staff of EU institutions and agencies in Luxembourg, Germany, and Austria.
- European Parliament staff (all locations) and MEPs (Service Level Agreements “SLAs”).
- Retired staff in Luxembourg, Germany, and Austria.
- European School staff in Luxembourg, Munich, Frankfurt, and Karlsruhe.
- Unemployment benefit recipients previously covered by the Settlements Office.

### WE PROPOSE

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PMO.5 is seeking to hire **2 Administrative Agents – Front Office JSIS**.

Main tasks will consist of being the first point of contact for affiliate inquiries about the Joint Sickness Insurance Scheme (JSIS). The agents will interact with staff, pensioners, hospitals, and nursing homes while collaborating with JSIS teams and PMO colleagues in Ispra and Brussels.

These roles offer the opportunity to improve member services, enhance the Office’s image, and make a meaningful daily impact on the health and well-being of active and retired members, often facing difficult situations.

Working under the supervision of the Head of Sector and the Team Leader, the Administrative Agents will:

- Respond to JSIS member inquiries via mail, email, Staff Contact, and in-person visits.
- Handle direct billing requests per JSIS Joint Rules (i.e invoices with significant medical expenses).



- Answer calls, resolve issues, and issue direct billing after verification.
- Escalate complex cases to the relevant service and ensure follow-up.
- Verify beneficiary entitlements and document compliance.
- Perform ad-hoc tasks (training, presentations, colleague replacement).

The selection panel will be organized a few days after the closure of the vacancy.

## **WE LOOK FOR**

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We are looking for two dynamic and skilled professionals who excel in delivering high-quality customer service and thrives in a collaborative, multicultural environment.

Relevant Experience & Knowledge:

- Background in administration, healthcare management, or a related field.
- Proven experience in delivering high quality customer service.
- Knowledge of digital tools for case tracking and document management.
- Experience collaborating within diverse, multidisciplinary teams.

Key Personal Attributes:

- Clear and structured communication skills—both written and verbal—for handling inquiries professionally.
- Excellent organizational and planning skills.
- A proactive attitude with initiative and a knack for proposing practical solutions.
- Ability to manage high volumes of inquiries and prioritize tasks efficiently.
- Aptitude to perform under pressure when needed.
- Strong autonomy and a self-driven approach to tasks while keeping a teamwork approach.

Knowledge in DE and EN as working language is essential. Knowledge of FR would be an asset.

If you recognize yourself with the following skills and experiences, then we would be very glad to hear from you!

## **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 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](mailto:PMO-PUBLICATIONS-AC@ec.europa.eu) indicating the call for interest reference **EC/2025/PMO/60768** 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.

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

The duration of the renewal(s) will be defined according to the General Implementing Rules in force at that moment (currently, [Commission Decision C\(2017\)6760](#) on policies for the engagement and use of contract agents).

Contract agents recruited in Function Group II must 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.