



## **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

## In the Paymaster Office (PMO) of the European Commission

**Job title:** Administrative Agent

**Domain:** Remunerations, Rights and Obligations

**Where:** Unit PMO.1 – “Rights and Salaries”, Brussels.

**Function Group:** FG II

**Contract Type:** 3a

**Express your interest until:** 31.08.2025 - 12.00 (noon, 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).

PMO.1 is responsible for:

- Determining and managing the individual financial rights of around 45 000 people when they first start working for an EU institution or body, and whenever a life or other event changes those rights.
- Calculating and paying salaries and allowances for approximately 50 000 people per month.
- Addressing queries and complaints from staff about their salaries and their rights.

The Unit works in teams, each of which is responsible for different processes falling under the Unit's responsibility (e.g. Payment of Salaries, Establishing Rights on entry into services, Family Allowances, Dependent Child Allowances, Allowances received from other sources, Helpdesk).

Each team is led by a Team Leader under the supervision of a Head of Sector. There are above 110 staff members split across Sectors.

The Unit aims to provide high quality and in-time services to staff, the Commission, other Institutions, Agencies and bodies in a transparent and customer-oriented way, so that Institutions and their staff can get on with their work.



## **WE PROPOSE**

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PMO.1 is seeking to hire 2 Administrative Agents (file managers) – individual entitlements in one of the teams establishing and managing individual financial rights in PMO (family allowances, school allowances, allowances from other sources).

Working under the supervision of a Team Leader, the Administrative Agent will:

- Analyse declarations made in SYSPER (integrated information system for HR management in the European Commission) and determine what rights the agent should be accorded.
- Encode the corresponding rights in SYSPER.
- Process files in accordance with the rules, procedures and guidance applicable to the allowances.
- Process any other administrative requests for the files managed.
- Deal with the questions and requests from the clients.
- Provide general administrative support in different business areas of PMO, depending on absences, work picks, or service needs.

We will provide the necessary job training to our newly selected agents, enabling them to become operational in a short period of time.

The selected colleagues might also be requested to work elsewhere in the PMO depending on the needs of the service.

## **WE LOOK FOR**

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We are looking for 2 new colleagues who can help with the file handling in widely understood area of individual entitlements. Our job requires direct contact with clients.

The ideal profile for the job is somebody who has:

- Previous experience working in a client-oriented service and with personal and confidential files, preferably in a European Institution.
- Knowledge of Staff Regulations and its application in the domain is an asset.
- Experience working with rights establishment in the allowances' domain or an administrative background is a strong asset.
- Ability to understand and to be understood, strong drafting and organisational skills.
- Great attention to detail/accuracy and good analytical capability.
- Knowledge of IT tools used in the European Commission, like the Human Resources Management system tool (Sysper), The Payroll Management tool (NAP), and the Advanced Records System (ARES) and their interlinkages would be an asset.

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

- Team spirit and collaborative attitude.
- Well-developed critical thinking, an eye for details and excellent organisational skills.
- Ability to explain complex issues in a clear and simple way.
- A high sense of diplomacy, discretion and confidentiality.



- A good ability to work independently, sometimes under pressure, feeling comfortable when handling a significant (but not excessive) workload often to tight deadlines.
- Flexibility and openness to new requirements, procedures, technologies.
- Strong customer-service orientation, as well as a resilient and empathetic personality are needed.

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.

The pre-selected candidates will be invited to an interview and written test soon after the closing date for application. The candidates are susceptible when needed by the service to provide support to other Sectors.

### **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/494256 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.

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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://europa.eu/europass/cedefop.europa.eu/en/resources/european-language-levels-cefr>).



➤ **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 candidates. Due to the large volume of applications that we may receive only candidates selected for the interview will be notified.

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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 **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 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.