



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 – Secretary to the Head of Unit

in the Paymaster Office (PMO) of the European Commission

Job title: Administrative Agent

Domain: Support Staff

Where: Unit PMO.5 - Sickness Insurance III and Travel Management, Luxembourg

Function Group: FG II

Contract Type: 3a

Express your interest until: 22.10.2025 - 12.00 (noon, Brussels time)

WE ARE

The PMO.5 Unit, located between Luxembourg and Brussels includes 3 sectors: Settlements Office - Luxembourg (001), Travel reimbursements (002), Laissez-Passer and Visas (003).

The vacant post is part of the secretariat of the Unit located in Luxembourg. The Unit is composed of around 100 dynamic people and is responsible for the following areas of activities:

- Management of the Joint Sickness Insurance Scheme (JSIS);
- Travel Management related to reimbursement of mission expenses and reimbursement of experts and candidates' expenses;
- Management of Laissez-Passer and Visas.

WE PROPOSE

A post of *Secretary* to the Head of Unit that will be expected to:

- Perform various administrative tasks, including monitoring the agenda, answering the telephone, filtering calls and taking messages, responding to general inquiries and managing the mailboxes and outlook calendar;
- Monitor deadlines and workflows for the Head of Unit;
- Support to the Head of Unit in the management of staff holidays planning, absences and flexitime;
- Consolidate and distribute the Unit's work schedule and ensure organisation, documentation and follow-up of internal meetings on the Unit;
- Take, transcribe and prepare notes, minutes, standard correspondence, presentations, contributions to inter-service consultations and other texts that are needed for the Unit's overall activity;
- Assist in maintaining the organisation chart of the Unit and in monitoring of staff movements;
- Back up for the assistant in charge of the recruitment procedures for the Unit;
- Follow up on administrative arrangements related to the recruitment and arrival of new



staff members, as well as departures;

- Provide support for the organisation, budgetary requests and reporting from meetings;
- Coordinate the organisation of social and training activities for the Unit;
- Logistical preparation, management, maintenance and technical assistance in meetings, conferences and videoconferences (rooms, equipment);
- Logistical and technical assistance and maintenance of office equipment (e.g copiers, dongle);
- Record and assign the incoming correspondence, finalise and transmit outgoing correspondence, using archiving software (ARES) whenever necessary and ensure follow-up and respect of deadlines;
- Develop and manage the Unit's filing plan (plan de classement) and collaborate with other PMO units (e-domec);
- Coordinate administrative documents, on request retrieve individual documents and sets of documents by subject;
- Contribute to the improvement of PMO's communication, information, staff engagement and knowledge sharing;
- Manage thematic mailboxes or helpdesk services (if any) and send the requested information/documents.

Please be aware that the selection panel will be organized a few days after the closure of the vacancy.

WE LOOK FOR

We are looking for a dynamic and motivated colleague. The ideal candidate will demonstrate very good organisational skills. He/she will be required to provide customer service with due regard for confidentiality. A sense of teamwork and collaboration is also essential. In addition, the candidate will demonstrate:

- Good knowledge of the rules on administrative and budgetary management;
- in-depth knowledge of office automation tools and software used within the Commission;
- Proven ability to take initiatives and propose pragmatic solutions;
- Autonomy and pro-activity;
- Good ability to communicate clearly and in a structured manner, both orally and in writing, with rigour and precision;
- Ability to work under pressure when necessary;
- Flexibility with regard to new requirements, procedures, technologies.
- A good knowledge of French and English is required. Knowledge of other languages would be an asset.

Upon request, recommendations should be made available.

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.

PMO is working towards full alignment of the Joint Sickness Insurance Scheme across sites. Your functions and job content are likely to evolve as a consequence of these endeavours.

The candidates are available to provide support to other sectors when needed by the service.



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/498484** 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.

➤ 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

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>).



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 **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.