



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

The Paymaster Office (PMO) of the European Commission

Job title: Administrative Agent

Domain: Remunerations, Rights and Obligations

Where: Unit PMO.3 – Sickness Insurance I, Brussels

Function Group: FG II

Contract Type: 3a

Express your interest until: 24.10.2025 - 12.00 (Brussels time)

WE ARE

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).

Unit PMO.3 "Sickness Insurance I" is one of the three units responsible for managing the Joint Sickness Insurance Scheme (JSIS), which has almost 190.000 beneficiaries. The other two units are in Luxembourg and Ispra. Unit PMO.3 is located in Brussels and consists of four sectors: (i) Tarification; (ii) Accidents and Occupational Diseases Insurance; (iii) Service to JSIS members, (iv) Medical Authorisations, for a total of some 120 persons.

The 'Service to JSIS Customers — Front Office' sector manages all relations between the JSIS and its members, on the one hand, and between the JSIS and, associations of former staff, etc. It is the centre of excellence of the JSIS Front Office on the other.

WE PROPOSE

An FG II contract agent position in the PMO.3.003 "Service to JSIS Customers" sector in the Front Office. The varied and highly rewarding work on a human and intellectual level consists of establishing a quality and trusting relationship with JSIS members. This involves providing information, helping, accompanying and processing requests, whether of a general nature or more specific, i.e. related to medical reimbursements, prior authorisations, hospital treatment, etc.

This position offers the opportunity to take concrete action to improve the services offered to our JSIS members and therefore to be an essential part of improving the positive image of our Office. But above all, this position will allow the chosen candidate to measure the importance of their contribution to the life of our JSIS members (active or retired) on a daily basis, so that they can face crucial moments in life more serenely. Working within the sector, you will also be a significant contributor to the compliance, simplification and harmonisation of the rules and



procedures that govern JSIS.

The work within JSIS and in particular within the Front Office is highly rewarding. It offers the opportunity for the handler to provide help and support to our members, sometimes at crucial moments in the life of our JSIS members. The effects of the work done are directly visible, which is very rewarding on a human and intellectual level.

The successful candidate will be part of a close-knit and dynamic team of over 30 people. As part of the multi-skilled nature of the job, she/he will be required to meet JSIS members directly, deal with telephone calls, emails or equivalent and letters. With experience, she/he will be required to follow up specific files.

We will provide the necessary training and promote continuous learning.

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

WE LOOK FOR

This publication aims to fill 1 position as JSIS Front Office Administrative Agent.

The ideal candidate should have the following knowledge and skills:

- Knowledge of the rules (General Implementing Provisions) that govern JSIS or the ability to assimilate them quickly;
- Experience in high level customer services or healthcare services would be an advantage;
- Ability to listen actively, analyse, solve problems, and synthesize effectively;
- Ability to provide accurate, valid, and complete information by using the correct sources, methods and tools;
- The capacity to rapidly provide accurate accounting and numerical information related to costs and reimbursements of medical expenses;
- Ability to express complex concepts, simply and succinctly, both orally and in writing.

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

- Be proactive;
- Ability to adapt and fit in with a multi-faceted approach to work (depending on service needs and priorities);
- Ability to build sustainable relationships of trust through open and interactive communication;
- A high sense of diplomacy, discretion and confidentiality.

Operational knowledge of French or English is essential, and good knowledge of the other language is a strong advantage. Knowledge of any other EU language is an asset.



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

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/408028 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.

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.

⁴ Therefore, candidates who did not pass already a CAST on the level Function Group II, should register their profile at this [address](#).



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.