



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 jobs with plenty of opportunities for training and acquiring new skills and competencies throughout your whole career
- Opportunities to move between different policy areas throughout 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 Assistant – Missions

PMO of the European Commission

Selection reference: PMO/COM/2025/2181

Domain: Support Staff

Where: Unit PMO.5.002 – „Travel Reimbursements“, Luxembourg

Staff category and Function Group: Temporary agent 2b –Assistant

Grade range: AST1-3

Publication deadline: 28.10.2025 - 12.00 (Brussels time)

WE ARE

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

The vacant post to be filled is in the sector of reimbursement of travel expenses in Luxembourg (002). This sector is about 40 dynamic people comprises three teams and is responsible for:

- Travel costs incurred by staff covered by the Staff Regulations of the Commission and other bodies managed by PMO.5;
- Travel costs incurred by external persons (experts and candidates) invited by the Commission and other European bodies to attend external meetings and/or interviews and/or medical examinations with a view to possible recruitment.
- “My Commuting” public transport reimbursement policy for statutory staff members of the Commission and other European bodies, in activity with Brussels, as their place of employment.
- Travel and representation costs incurred by the Commissioners and their cabinets, Ex-ante control of missions, and invoicing of the travel agency.

WE PROPOSE

We propose a position of Administrative Assistant – Missions in charge of:

In the field of the Travel management :

- Welcoming and providing oral and/or written information to officials/other staff, colleagues and superiors on the reimbursement of business travel, expenses, based on the rules in force.
- Management, administrative follow-up and settlement of mission orders submitted by staff covered by the Staff Regulations of the Commission, other European institutions and Agencies.
- Ex-ante controlling and data analytics.
- Assume the IT coordination, follow-up and support for the application used withing the Travel Management sector

The position will consist of:



- Manage a portfolio of client(s) in the field of the missions (GEMI – Missions manager)
- Provide customer support, information and advice to staff on mission and financial authorising officers.
- Create and manage visa chains as required by the DG.
- Handle mission expense declarations and associated supporting documents, addressing varying levels of complexity.
- Manage data encoding and settlement of mission expenses upon the submission of expense declarations.
- Answer and attribute to colleagues the customer questions and queries from the internal ticket system.

IT coordination:

- Coordinate and follow up for the IT change requests and issues for the applications within sector/unit
- Animate training sessions and workshops for the sector / unit.
- Represent the sector in various meetings in the field of the IT (specifications, improvements, ...)
- Provide or coordinate for the sector/unit statistics in the field of the travel management.
- Manage the workload and assure that the tasks and deadlines are well completed, and the expected results are achieved.
- Take charge of one's own training plan to enhance skills and optimise performance.
- Contribute to the improvement of the PMO communication, information, staff engagement and knowledge sharing.

WE LOOK FOR

The ideal profile for the job is a dynamic and motivated candidate who will demonstrate:

- Experience providing high quality customer service;
- Previous relevant experience in coordination of tasks;
- Background in Project Management and IT;
- Strong capacity to communicate clearly and in a structured manner with clients and other stakeholders, both orally and in writing with rigour and precision;
- Flexibility with regard to new requirements, procedures, technologies.

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

- Excellent interpersonal skills;
- Very good organisational skills and confidentiality;
- A sense of teamwork and collaboration;
- A strong ability to easily adapt to different situations;
- Proven ability to take initiatives and propose pragmatic solutions;
- Autonomy and pro-activity;
- Ability to work under pressure when necessary;
- Problem-solving skills.



The main working languages of the unit are French and English, given our close interaction with Member States.

The pre-selected candidates will be invited to an interview and written test soon after the closing date for application.



HOW TO EXPRESS YOUR INTEREST?

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 selection reference **PMO/COM/2025/2181** 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 temporary 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 post
- Produce the appropriate character references as to suitability for the performance of the duties.

Qualifications:

In order to be recruited for this position, you must have at least

- a level of post-secondary education attested by a diploma, or
- 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. Furthermore, before recruitment, you will be required to provide the documents that corroborate the eligibility criteria (diplomas, certificates and other supporting documents).

Languages:

- have a thorough knowledge (minimum level C1) of one of the 24 official languages of the EU²
- AND a satisfactory knowledge (minimum level B2) of a second official language of the EU, to the extent necessary for the performance of the duties.

➤ What about the selection steps?

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).



The post was published internally within the Commission, inter-institutionally, and brought to the attention of competition laureates.

In accordance with Article 29 of the Staff Regulations, applications from Commission officials, officials from other Institutions, and laureates of competitions have priority³. If these candidates do not best fit the requirements for the position, the Commission can recruit a temporary agent.

A selection panel will choose a limited number of candidates for interview, based on the CV and application form that they submitted. Due to the large volume of applications, we may receive, **only candidates selected for the next step of the selection phase 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 French and possibly in another language.

2. Recruitment

The candidate selected for recruitment will be requested to supply documentary evidence in support of the statements made in their application.

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 **Luxembourg**.

In case the successful candidate is not an official or a competition laureate, they will be recruited as a **temporary agent under Article 2(b) of the [Conditions of Employment of Other Servants](#), in function groups AST.**

³ Officials from the Commission or other Institutions are invited to use the standard channels (Sysper or inter-institutional vacancy portal).



➤ **Grade**

The recruitment grade, as well as the step in that grade, will be determined in accordance with [Commission Decision C\(2025\)4716](#) on policies for the engagement and use of temporary agents and with [Commission Decision C\(2013\)8970](#) laying down the criteria applicable to classification in step on engagement.

The recruitment grade will be calculated based on the qualifications and the number of years of professional experience, according to Art. 13 of the Commission Decision C(2025)4716. Higher grades may be granted exceptionally.

The duration of the **1st contract will be of 1 to 4 years**. The contract might then be extended only once for a maximum of 2 years and in the interest of service, in accordance with [Commission Decision C\(2025\)4716](#) on policies for the engagement and use of temporary agents.

All new staff have to 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.