



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 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, the Czech Republic, Denmark, the Netherlands, Estonia, Finland, Germany, Ireland, Latvia, Luxembourg, Malta, Poland, 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](#)



Administrative Agent

in the Paymaster Office (PMO) of the European Commission

Job title: Administrative Agent

Domain: Remunerations, Rights and Obligations

Where: Unit PMO.5.003 – “Laissez-passer and Visas”, Brussels

Function Group: FG II

Contract Type: 3a

Express your interest until: 11.09.2026 - 12.00 (noon, 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).

Within the PMO, the PMO.5 unit, mostly based in Luxembourg, is composed of three sectors: the Joint Sickness Insurance Scheme (JSIS), Travel expenses (reimbursement of mission expenses and experts' and candidates' expenses) and the management of the Laissez-Passer and Visas (sector located in Brussels).

PMO 5.003 “Laissez-Passer and Visas” is in charge in Brussels to operate the central service supporting the issuance of the new format of the EU Laissez-Passer and the collection of visas for mission officers. Our customers are the European Commission, other EU institutions and agencies having signed an agreement (Service Level Agreement) for these matters.

WE PROPOSE

This publication aims to fill **4** positions as ‘Administrative Agent – Laissez-Passer & Visas Front Office’.

The Administrative Agent will join the team in charge of the full process necessary to issue EU Laissez-Passer (LPs) for members, personnel and family members of EU institutions, agencies and bodies and to seek visas for missions or postings.

Working under the supervision of an official or a temporary agent, the Administrative Agent will:

- Enrol the EU LP applicants and verify and deliver the abovementioned documents in Brussels
- Support the mission performer in their visa request
- Draft/Prepare the “Note Verbale” accompanying visa requests

(Reference: Call for interest EC/2026/PMO/522407)



- Perform the embassy tour, deposit and retrieve travel documents
- Draft documents linked to Visa or passports

Pending the granting of a valid security authorisation (security clearance), the job includes other activities in relation with the core business activities of the service, like signing electronically orders for production and transmitting sensitive files. Since this service is atypical in the Commission, an internal training is provided at the beginning to be able to handle the dedicated infrastructure and master the IT applications in use. Regular reminding trainings and sessions are organized by the service or the external contractor. Particularly to this vacancy, a hand-over/take-over/shadowing of several weeks with an experienced Visa agent will take place before the end of the year.

The EU LP & Visas Central Services welcome the applicants and partners from 08:30 until 12:30 and from 14:00 until 16:30 every working day. Because of this schedule, teleworking is exceptional, and the job is in physical presence in the office almost permanently.

WE LOOK FOR

The ideal candidate will be required to provide customer service with due regard for confidentiality, with a good knowledge and understanding of the different EU bodies. Several years of experience in the field of travel and mission performance are an asset. An experience with visa requests and interactions with embassies/consulates is valuable for this position. Familiarity with missions' procedures and the protocol in use for Foreign Affairs is also desirable.

In addition, he/she will demonstrate:

- Good organisational and planning skills
- Proven ability to take initiatives and propose pragmatic solutions
- A sense of teamwork and collaboration
- Autonomy and pro-activity
- Good ability to communicate clearly and in a structured manner both orally and in writing with rigour and precision
- Strong ability to work under pressure when necessary and to adapt to different situations
- Flexibility with regard to new requirements, procedures, technologies
- Analytical capacity
- Experience and ease with IT solutions and Office applications

The holding of a security clearance (SECRET UE/EU SECRET) would be an asset and shall be requested if selected without it. 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 welcome.

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:

(Reference: Call for interest EC/2026/PM0/522407)



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/2026/PMO/522407 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 EU¹
- AND have a satisfactory knowledge (minimum level B2)² 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](#)³ candidates with the appropriate profile and invites them to an interview. For the interview a selection panel is set-up to assess the best

¹ 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).

² 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.

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.

³ Therefore, candidates who did not pass already a CAST on the level Function Group II, should register their profile at this address: <https://eu-careers.europa.eu/en/Cast-Permanent>



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.