EUROPEAN COMMISSION
Job Description Form

Job description version 5 (Active)
Job description version 375993 in NEAR.D.3
Valid from 16/09/2021 until

Job Holder
Name

Job Profile
Position
CONTRACT AGENT FGII

Job title
Secretary - to the Unit

Domains
Generic domain
PRE-ACCESSION and ENLARGEMENT
Intermediate domain
Specific domain
OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

Sensitive job
No

Overall purpose
Perform a variety of general clerical tasks and assume administrative responsibilities in order to keep an office running smoothly.

Legal disclaimer
Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES
  • Provide assistance by maintaining the diary, answering the telephone, filtering calls and taking messages, responding to general inquiries and managing the e-mail exchange and calendar.
  • Ensure follow-up and respect of deadlines in the activities of the unit.
  • Take, transcribe and prepare notes, minutes, routine correspondence, presentations and / or other texts.
  • Manage information and procedures on missions, holidays, leave and absence records and similar personnel administration formalities.
  • Maintain the coordination with the unit’s secretariat on administrative matters.

+ INFORMATION and DOCUMENT MANAGEMENT
  • Receive from the unit secretariat and route incoming correspondence, finalise and transmit outgoing correspondence, prepare / copy documents for transmission.
  • Create files (including project files) and retrieve documents making sure that they are filed and secured in accordance with the regulations in force.
  • Contribute to administrative quality checks on files for signature.
  • Correctly apply the Commission’s document management rules to the documents for which the official is responsible, following the instructions of the HoU and with the help of the DMO correspondent in the unit; ensure in particular the correct registration and filing of these documents.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES
  • Provide administrative and logistical support for the organisation of internal and external events such as meetings, workshops, conferences and public events.
  • Provide administrative support to recruitment procedures, as necessary.

+ COMMUNICATION and PUBLICATION
  • Facilitate internal communication within the Directorate-General as well as outside the service.
  • Assist in welcoming and informing outside visitors in accordance with security regulations.
  • Ensure collection and preparation of materials for publication and web-sites.
  • Manage thematic mailboxes or helpdesk services (if any) and send requested information and documents.

Job requirements

Experience

+ SECRETARIAL SUPPORT
  Job-Related experience: at least 2 years
  Qualifier: desirable
  Secretarial experience

Languages

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<th>Spoken interaction</th>
<th>Spoken production</th>
<th>Writing</th>
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Knowledge

- OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES
  - ORGANISATION and ADMINISTRATION of SUPPORT OFFICES
    - Administrative rules and procedures of the Commission
- HUMAN RESOURCES MANAGEMENT
  - REMUNERATION, RIGHTS and OBLIGATIONS
    - Reimbursement of mission expenses
  - WORKING CONDITIONS
    - Leave and absence management
- INFORMATION and DOCUMENT MANAGEMENT
  - DOCUMENT MANAGEMENT
    - Manual and electronic management of records, files and documents
  - MAIL HANDLING
    - Mail processing and distribution
- COMMUNICATION and PUBLICATION
  - INTERNAL COMMUNICATION (general)
    - Internal communication practices
  - EXTERNAL COMMUNICATION (general)
    - Publications rules, procedures and process in the Commission
  - MISSIONS, MEETINGS and VISITS (incl Protocol Service)
    - Meetings logistics
  - CONFERENCES and EVENTS
    - Conferences, exhibitions, meetings
  - PRINTING and PAPER PUBLISHING
    - Quality standards for paper and electronic publications
- IT TOOLS for SPECIFIC APPLICATION AREAS
  - IT tools for OFFICE AUTOMATION
    - Functional mailboxes
    - Outlook
    - Powerpoint
    - Word
  - IT tools and systems for HRM
    - MIPS (Missions Integrated Processing System)
    - Sysper2: Time Management / FlexiTime
  - IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT
    - Ares
  - IT tools and systems for COMMUNICATION and PUBLICATION
    - Intranet management

Competences

- Communicating
  - Ability to understand and be understood
  - Capacity to present issues to an audience
  - Drafting skills
- Delivering Quality and Results
  - Ability to identify user's needs
  - Ability to work in a proactive and autonomous way
  - Client orientation
- Prioritising and Organising
  - Capacity to deliver in a structured way
  - Coordination skills
- Working with Others
  - Ability to work in a team
  - Sociability skills
## Job Environment

### Organisational entity

**Presentation of the entity:**


### Job related issues

- [ ] Atypical working hours
- [ ] Specialised Job

**Missions**

- [ ] Frequent, i.e. 2 or more missions / month
- [ ] Long duration, i.e. missions lasting more than a week

**Comments:**

### Workplace, health & safety related issues

- [ ] Noisy environment
- [ ] Physical effort / materials handling
- [ ] Work with chemicals / biological materials
- [ ] Radioprotection area
- [ ] Use of personal protective equipment
- [ ] Other

**Comments:**

### Other

**Comments:**