



EUROPEAN COMMISSION

Job Description Form

Job description version2 (*Active*)
Job description version325742 in *NEAR.C.1*
Valid from31/10/2022until

Job Holder

Name

Job Profile

Position

CONTRACT AGENT FGII

Job title

Secretary - Administrative agent

Domains

Generic domain

EU NEIGHBOURHOOD

Intermediate domain

Specific domain

Sensitive job

No

Overall purpose

Provide administrative secretarial support and document management services to the Head of Unit and the Unit in general

Legal disclaimer

Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Answer, filter and transfer telephone calls and give general information to callers; take messages
- Respond to general inquiries; manage communication flows from/to the functional e-mail address of the Unit; manage the diary of the Unit and the Head of Unit
- Take and prepare notes, minutes, routine correspondence, presentations, and other text
- Manage leave and absence records (Sysper), and similar personnel administration formalities
- Prepare and update the events planning
- IT correspondent

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Register and assign incoming correspondence; finalise and dispatch outgoing correspondence; monitor and ensure follow-up and respect of deadlines by colleagues
- Contribute to administrative quality checks on files for signature and respect of templates
- Maintain the ARES filing system, ensure proper filing and retrieve documents; manage the electronic and paper archive according to E-Domec rules
- Assign briefing requests (BASIS); monitor and ensure follow-up and respect of deadlines by colleagues
- Assign parliamentary questions; monitor and ensure follow-up and respect of deadlines by colleagues

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

- Provide support for the organisation of meetings, including reservation of rooms, catering, interpretation facilities, protocol, media presence and security arrangements
- Ensure checking/sending invitations and agenda and follow-up requests for information
- Request, coordinate and compile files for the meetings of the Head of Unit
- Provide first IT support to the Unit/IT correspondent of the Unit

+ INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)

- Induction of new secretaries and job allocation between secretaries in agreement with the Head of Unit
- Coordinate and contribute to good communication within the Service, the Directorate General as well as with outside services such as other DGs, the EEAS and the Cabinet
- Perform various other secretarial and administrative tasks as deemed necessary
- Ensure back up of the other assistant as necessary

Job requirements

Experience"

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES, SECRETARIAL SUPPORT

Job-Related experience: at least 1 year

Qualifier: desirable

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
French	B2	B2	B2	B2	B2
English	C1	C1	C1	C1	C1

Knowledge

- **COMMUNICATION and PUBLICATION**
MISSIONS, MEETINGS and VISITS (incl Protocol Service)
Missions, seminars, meetings (budgetary aspects)
- **IT TOOLS for SPECIFIC APPLICATION AREAS**
IT tools for OFFICE AUTOMATION
Word
IT tools and systems for HRM
MIPS (Missions Integrated Processing System)
Sysper2: Time Management / FlexiTime
IT tools and systems for TRANSLATION SUPPORT
IT tools and systems for ARCHIVES, MAIL and DOCUMENT MANAGEMENT
Ares
IT tools for (INFO)GRAPHICS
Page-layout tools
IT tools and systems for DECISION MAKING
Decide Consultation
- **INTERNAL MANAGEMENT and COORDINATION (DG/Service/Company)**
Organisation chart, missions and mandates

Competences

- *Analysing and Problem Solving*
Numeracy
- *Communicating*
Ability to understand and be understood
Drafting skills
- *Delivering Quality and Results*
Ability to work in a proactive and autonomous way
Client orientation
- *Prioritising and Organising*
Capacity to deliver in a structured way
Planning capacity
- *Resilience*
Perseverance
- *Working with Others*
Confidentiality
Knowledge sharing
Sociability skills
- *Leadership*
An awareness of and attentiveness to individual differences

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: