



EUROPEAN COMMISSION

Job Description Form

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

Job Holder

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

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: