



EUROPEAN EXTERNAL ACTION SERVICE
Job Description Form

Job no. 157812 in DEL.Serbia.007
Job Description Version 2 (Active)
Valid from 17/04/2012 until

Job Holder

Name

Job Profile

Job title

OFFICE SUPPORT AGENT

Overall purpose

Under the supervision of the Head of Administration and in coordination with the Administrative Assistants, he/she will execute secretarial tasks.

Functions and duties

- + Administrative Coordination and Support: Reception tasks
 - * Receive and welcome visitors and guests at the Delegation
 - * Answer and transfer phone calls.
 - * Liaise with sections for receiving and announcing visitors.
 - * Arrange VIP visitor's facilitation.
- + Administrative Coordination and Support: Secretarial tasks
 - * VAT exemption (preparation and sending of VAT exemption forms).
 - * Registration of incoming documents received by the Delegation.
 - * Assistance to RSO.
 - * Protocol contacts.
 - * Visas and diplomatic cards for new officials and contract agents.
 - * General secretarial tasks.
- + Information and Document Management: Document management
 - * Record incoming and outgoing correspondence using archiving software.
 - * Ensure e-Domec compliant registration
 - * Co-ordinate administrative documents, archive and retrieve individual documents and sets of documents by the correctly defined criteria and procedures.
 - * Ensure description of documents and files (both paper and electronic) on computerised systems and their appraisal.
- + Information and Document Management: Document queries
 - * Assist members of staff and external visitors in the search of documents by using bibliographic and thematic search application and other document search tools.
 - * Perform searches for documents on the Intranet, Internet and any other information sources.

Job Requirements

Formal education

- + Secondary education (not giving access to higher education): an advantage

Note that equivalent experience (as detailed below) can replace a formal education requirement qualified as essential.

Experience

- + 3 year(s): essential
Domains: Clerical support

Professional experience in administration essential. Experience with European or international institution is an advantage. Experience in working procedures and methods of the EU is an advantage.

Note that the item refers to the experience needed for this specific job without prejudice to the minimum experience required in open competitions for eligibility for similar jobs.

Training

None required

Languages

- + Serbian
 - * Understanding: Excellent
 - * Speaking: Excellent
 - * Reading: Excellent
 - * Writing: Excellent
- + English
 - * Understanding: Excellent
 - * Speaking: Excellent
 - * Reading: Excellent
 - * Writing: Excellent

Note that the competence on languages should refer to the languages specifically required for this job and takes for granted that the jobholder's profile at the time of recruitment complied with art. 28 f of the Staff Regulations.

Knowledges

- + Administrative rules and procedures of the Commission:
 - * Staff ethics and conduct: Very good
 - * protocol (Vienna Convention): Very good
 - * registration of mail and documents: Basic
- + Office automation tools:
 - * Outlook: Good
 - * Word: Good
- + Secretarial methods and techniques:
 - * professional typing: Very good
- + Telecommunications and telephony:
 - * Switchboard operation: Very good

Talents

- + Drive for Achievement
 - * Stress resistance
 - * Initiative / Self-starter
- + Intellectual Capacity:
 - * Flexibility (openness towards new demands, new technologies, new cultures, new environment, etc)
 - * Conscientiousness
 - * Discretion
 - * Eye for detail / accuracy
- + Interpersonal talents
 - * Ability to integrate well in a team

Skills

- + Service culture:
 - * Client orientation: Good
- + Management of financial and other resources:
 - * Financial Management skills: Very good
- + Communication skills:
 - * Diplomatic skills: Good
 - * Drafting skills: Good
 - * Ability to understand and be understood: Good
- + Working with others:

- * Interpersonal skills adapted to the Commission's culture: Good

Additional Information

High degree of responsibility in handling EU funding and regulations.

Job Environment

Organisational entity

Type	Delegation / Representation
Size	more than 25
Gender balance	balanced team

Comments

Presentation of the entity

Job related issues

- + Location of the mission
 - * Non member state
- + Flexi-time accepted
- + Others
 - * Client orientation

Workplace, health & safety related issues

Other

