



EUROPEAN UNION
OFFICE IN KOSOVO

The European Union Office in Kosovo is looking for:
Office Support Agent
Vacancy Reference: EUOK 10-20 PPI _ Office Support Agent

We are

The European Union (EU) is an economic and political partnership between 27 European countries. It plays an important role in international affairs through diplomacy, trade, development aid and working with global organisations. Abroad, the EU is represented through more than 140 diplomatic representations, known also as EU Delegations, which have a similar function to those of an embassy.

The EU Office in Kosovo plays a pivotal role in realising the European agenda in Kosovo with the aim to promote Kosovo's approximation to the European Union.

We offer a post of Office Support Agent. Under this post, the recruited person will be attributed functions depending on the needs of the EU Office in Kosovo. Upon recruitment, the successful candidate will occupy a specific job function as an **Office Support Agent** – this job function may be changed in accordance with the needs of the EU Office in Kosovo. Under this job function the successful candidate will serve as technical and support staff to Political, Press and Information section providing general secretarial and administrative support, including document management, internal communication, organisation of meetings, logistic needs and accounting assistance under the supervision of the relevant head of section.

The specific post and related duties of the employee shall be decided and may be adapted by the employer according to the needs of the European Union Office in Kosovo.

The place of employment is the EU Office in Pristina. The post is a group 4 Local Agent post with a basic salary of EUR 955.

We offer a competitive position in an international environment. Benefits, such as medical insurance, are offered to employees and their families under certain conditions.

Main tasks

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES - Office management

- Provide assistance with the management of the service by maintaining the diary and managing the e-mail exchange and calendar.
- Answer the telephone, filter and transfer the calls, take messages and respond to general enquiries.
- Manage missions and leave requests.
- Keep agenda and manage Section's annual leave and training plans.

- Prepare notes, minutes, routine correspondence, presentations and other texts that are needed for the overall Section activity.
- Provide logistical support for organisation of meetings /committees (reception of guests / attendees, liaising with the Administration Section on preparation of the room, materials, refreshment etc.).

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES - General administrative and secretarial support

- Ensure follow-up and respect of deadlines in the Section's activities.
- Provide translations and interpret as required.
- Up-date those contact list(s) in the Outlook public folder relevant to the Section's activities.
- Maintain co-ordination with the EU Office Secretariat.
- General administrative support upon instructions.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES - Documents and mail handling

- Open and request registration of incoming mail (including e-mails) in the system and ensure proper electronical filling and archiving of the document on the server of the EU Office in compliance with the internal filling/archiving policy.
- Allocate registered mail to appropriate individuals and maintain up-to-date mailing lists and ensure that all records are completed in ARES and transmit final documents to DMO for attachment.
- Ensure follow-up and respect of deadlines of replies requested from the Section.
- Draft, type, verify layout and check quality of documents presented for signature.
- Prepare and copy correspondence for transmission.
- Draft minutes of meetings.

+ INTERNAL COMMUNICATION (general) - Any other business

- Within the framework of the Staff Regulation, to carry out tasks linked to the job description as instructed by his/her superior(s).

Selection Criteria

Minimum Requirements:

1. Medically fit to perform the required duties;
2. Enjoys civil rights and permits for employment under local law;
3. A secondary degree with two years of relevant working experience;
4. Good command of spoken and written English;
5. Fluency in Albanian and/or Serbian;
6. Fully computer literate;
7. Ability to understand and be understood;
8. Drafting skills;
9. Ability to identify user's needs;
10. Ability to work in a proactive and autonomous way;
11. Client orientation.

Knowledge

• OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES

◦ *ORGANISATION and ADMINISTRATION of SUPPORT OFFICES*

- Administrative rules and procedures

• INFORMATION and DOCUMENT MANAGEMENT

◦ *DOCUMENT MANAGEMENT*

- Internal procedures concerning the circulation of documents

• COMMUNICATION and PUBLICATION

◦ *MISSIONS, MEETINGS and VISITS (including Protocol Service)*

- Missions, seminars, meetings
- Organisation of visits and presentations

• INTERNAL PROCEDURES CONCERNING CIRCULATION OF DOCUMENTS

◦ *MAIL HANDLING*

- Mail processing and distribution

• IT TOOLS for SPECIFIC APPLICATION AREAS

◦ *IT tools for OFFICE AUTOMATION*

- Excel
- Outlook
- PowerPoint
- Word
- Translation support tools and information systems
- Archives, document management systems and tools

The following will be considered an asset:

1. University degree would be considered an asset.
2. Experience of working in an international and multi-cultural context.
3. Knowledge of second local language would be considered an asset.
4. Knowledge of any other EU language.

How to apply

Please send your application and supporting documents, using the following subject line: "**EUOK 10-20 PPI _ Office Support Agent _(applicant's last name)**" to: DELEGATION-KOSOVO-RECRUITMENT@eeas.europa.eu . The package should include a Cover Letter and a detailed European Curriculum Vitae Format, in English, which can be found at the website of the European Union Office in Kosovo <http://eeas.europa.eu/delegations/kosovo>

The EU Office in Kosovo will not supply additional information or discuss the selection procedure by telephone; please address any queries concerning this procedure to DELEGATION-KOSOVO-RECRUITMENT@eeas.europa.eu.

The procedure

After the deadline for applications, the applications will be reviewed by a Selection Committee set up for this purpose. The Selection Committee will prepare a short-list of candidates who are considered to be the most suitable for the post on the basis of a preliminary assessment of the information provided in their application letter and the supporting documents. The short-listed candidates will be invited to an assessment phase which may include an interview if necessary – during this phase, the Selection Committee will assess the suitability of the candidates for the post.

The candidates who have not been short-listed will not be contacted individually; however, the EU Office will announce the completion of the recruitment procedure on its website (<http://eeas.europa.eu/delegations/kosovo>)

The deadline for applications is 04/12/2020