

**VACANCY**

Administrative Assistant Mail Management

Unit: Resource Management Services

Reference: ECDC/AST/SC1/2023/RMS-AAMM

Applications are invited for the above Temporary Agent post at the European Centre for Disease Prevention and Control (ECDC).

Job description

ECDC plans to recruit one person for the above-mentioned vacancy. ECDC also aims to establish a reserve list, which may be used for any future vacancies in the area.

The Jobholder will report to the Head of Section Corporate Services.

The jobholder will be responsible in particular for the following areas of work:

- Monitoring several functional mailboxes including the classification of relevant emails as well as drafting, arranging and sending replies within applicable deadlines;
- Sorting, registration, distributing, digitising and filing of incoming mail and couriers with accountability, tact and high discretion;
- Handling outgoing mails and courier shipments and deliveries in a cost-effective, informative and timely manner;
- Electronic registration of incoming and outgoing correspondence using the electronic document management system;
- Archiving documents including digitising and updating/ managing databases as well as assisting in the management of the ECDC archives;
- Reviewing and updating existing procedures and practical routines related to mail operations and the management of functional mailboxes as and when required;
- Validating invoices for mail and courier services and monitoring the relevant budget;

- Any other tasks related to his/her area of work as requested.
- Contributing to other activities of ECDC as required, within his/her field of competence;

Qualifications and experiences required

A. Formal requirements

In order to be an eligible candidate you need to fulfil a set of formal requirements. These requirements are:

- AST1/SC: A level of post-secondary education of at least 3 years attested by a diploma¹; or a level of secondary education attested by a diploma giving access to post-secondary education and at least 3 years of professional experience² after that diploma;
- Thorough knowledge of one of the official EU languages and a satisfactory knowledge of another official EU language to the extent necessary for the performance of his/her duties³;
- Nationality of one of the EU Member States or of Norway, Iceland or Liechtenstein;
- To be entitled to his or her full rights as a citizen⁴;
- To have fulfilled any obligations imposed by the applicable laws on military service;
- Meet the character requirements for the duties involved; and
- Be physically fit to perform the duties linked to the post.

B. Selection criteria

To qualify for this post we have identified essential criteria with regard to professional experience and personal characteristics/interpersonal skills. These are:

Professional experience/knowledge:

- At least 3 years (following the award of the diploma) of professional experience acquired in positions relevant to the job description;
- Experience in independently monitoring and managing mailboxes receiving a high volume of requests (preferably in several languages) and preparing responses and correspondence in English;
- Experience in document management and registration of correspondence as well as managing archives;

1 Only diplomas and certificates that have been awarded in EU member states or that are the subject of equivalence certificates issued by authorities in the said Member States shall be taken into consideration

2 Compulsory military service is always taken into consideration

3 Candidates with a non-official EU language or English as their mother tongue must provide proof of their level of a second language with a certificate (B1 or more).

In addition, in order to be eligible for a promotion through an annual promotion exercise the staff members have to have a

working knowledge of a third EU language, as described in the applicable Staff Regulations and Implementing Rules.

4 Prior to the appointment, the successful candidate will be asked to provide a certificate from the police file to the effect of non-existing criminal record.

- Experience in handling invoices and monitoring related budgets;
- Proven experience in reviewing and/ or improving internal administrative processes;
- Thorough knowledge of IT tools, in particular Microsoft Office (Word, Excel, Power Point and Outlook) and additionally an electronic document management system and/or a ticketing system (eg Service Now);
- Excellent command of English, both written and spoken.

Personal characteristics/interpersonal skills:

- Ability to work collaboratively and build strong working relationships;
- Excellent communication skills, in particular when communicating in writing;
- High level of discretion and ability to handle confidential matters;
- High level of service orientation, even when working under pressure;
- High level of accuracy and attention to detail;
- Ability to manage multiple responsibilities and delivering results within deadlines.

Depending on the number of applications received, the selection committee may apply stricter requirements within the aforementioned selection criteria.

Equal Opportunities

ECDC is an equal opportunities employer and encourages applications from all candidates who fulfil the eligibility and selection criteria without any distinction on grounds of age, race, political, philosophical or religious conviction, gender or sexual orientation and regardless of disabilities.

Appointment and conditions of employment

The jobholder will be appointed on the basis of a shortlist proposed by the Selection Committee to the Director. This vacancy notice is the basis for the establishment of the Selection Committee's proposal. Candidates will be requested to undergo written tests. Candidates should note that the proposal may be made public and that inclusion in the shortlist does not guarantee recruitment. The shortlist of candidates will be established following an open selection process.

The successful candidate will be recruited as a Temporary Agent, pursuant to article 2f) of the Conditions of Employment of Other Servants of the European Union, for a period of five years which may be renewed. The appointment will be in grade **AST/SC1**.

Applicants should note the requirement under the EU staff regulations for all new staff to successfully complete a probationary period of nine months.

For any further information on contractual and working conditions, please refer to the Conditions of Employment of Other Servants of the European Communities, which are available at the following link:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A01962R0031-20140501>

The place of employment will be Stockholm, where the Centre has its activities.

Reserve list

A reserve list may be created and used for recruitment, should similar vacancies arise. It will be valid until 31 December of the same year as the application deadline and may be extended.

Application procedure

To apply for this vacancy, please create/ log in to your account via ECDC's e-recruitment system, complete all required sections of the application and submit it. **ECDC does not accept applications submitted by e-mail, mail or any other means.**

The closing date for the submission of applications is on **16 August 2023, 11:59:59 (midday) Stockholm time**. You are advised to submit your application well ahead of the deadline in case you face technical issues and/or if there is heavy traffic on the website. ECDC will not accept any applications after the deadline. Once you have submitted your application, you will receive an automatic e-mail message confirming receipt of your application. Please ensure that the email address you provide for your applicant account is correct and that you check your email regularly.

You can find an e-recruitment user guide and a guide on the ECDC recruitment and selection process on our website:

<https://ecdc.europa.eu/en/about-us/work-us/recruitment-process>

Due to the large volume of applications received, only candidates selected for interviews will be notified.

You can find the translation⁵ of this vacancy notice in all EU languages here:

<https://www.ecdc.europa.eu/en/about-ecdc/work-ecdc/recruitment/vacancies/vacancy-translations>

⁵ While this vacancy notice has been translated into all official EU languages from its English original the language of day-to-day operations in the Agency is generally English. ECDC therefore prefers to receive the application in English.