



Vacancy notice for the establishment of a reserve list for:

General Services Operator
Reference: 14/EJ/09
Temporary agent – AST 2

Deadline for applications:	14/12/2014 at 00:00 CET
Place of employment:	The Hague, Netherlands
Type and duration of contract:	TA (5 years, with possibility of renewal)
Function group and grade:	AST 2
Probationary period	Nine months
Security clearance level:	EU CONFIDENTIAL
Monthly basic salary:	€ 3027,04

EUROJUST's mission is to enhance the effectiveness of the competent authorities within Member States dealing with serious cross-border and organised crime. For further information, please consult our website: www.eurojust.europa.eu

Eurojust is currently looking to recruit a General Services Operator. The General Services Operator will provide support to Eurojust, in particular to the Corporate Services Unit (CSU), and will report directly to the Facility Management Coordinator and ultimately to the Head of Sector Facility Management and General Services (FM&GS) of the Corporate Services Unit.

The FM&GS Sector includes front office and back office services.

1. Key accountabilities

The successful applicant will be responsible for:

Back office

- Carrying out services related to delivery and receipt of goods;
- Carrying out services related to internal distribution of supplies and goods;

- Carrying out services related to internal moves;
- Carrying out services related to storage of goods and stock keeping (registration of inventory / assets);
- Carrying out services related to Archive storage services;
- Carrying out services related to upkeep of terrain;
- Operating logistical equipment and hardware tools;
- Upkeep of logistical equipment, hardware tools and storage facilities, including the legally required yearly/periodically required checks and certification;
- Assist Back Office staff in carrying out services related to internal and external mail, stationery orders and promotional gifts;
- Assist Back Office staff in carrying out building inspections proactively and on a regular basis, monitoring the upkeep of meeting rooms and common (facility) areas and resolving minor technical malfunctions;
- Assist Back Office staff in guidance and supervision of external (local) contractors;
- Assist Back Office staff in liaising and cooperating with CSU personnel to resolve reported incidents;

Front office

- Assist Front Office staff in all general service and support issues for internal and external customers and suppliers; and
- Performing any other tasks requested by the Head of Sector Facility Management or the Head of Corporate Services.

2. Eligibility criteria

The selection procedure is open to applicants who satisfy the following eligibility criteria on the closing date for application:

2.1. General requirements

The applicant must:

- Be a national of one of the Member States of the European Union;
- Enjoy full rights as a citizen;
- Have fulfilled any obligations imposed by the laws concerning military service;
- Produce the appropriate character references as to his/her suitability for the performance of his/her duties¹;
- Be physically fit to perform his/her duties; and
- Have a thorough knowledge of one of the languages of the European Union² and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties.

¹ Before appointment, successful applicants will be required to produce an official document showing that they do not have a criminal record.

² The 24 official languages of the European Union are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Irish, Latvian, Lithuanian, Maltese, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish and Swedish.

2.2. Minimum qualifications and professional experience

- a) A level of post-secondary education attested by a diploma and after having obtained the diploma at least **1 year** of appropriate professional experience

OR

- b) A level of secondary education attested by a diploma giving access to post-secondary education, and after having obtained the diploma at least **4 years** of appropriate professional experience.

3. Selection criteria

Applicants who meet the eligibility criteria set out in section 2 above will be assessed on the basis of the following criteria:

Essential

- Professional experience and knowledge related to the tasks mentioned under “key accountabilities”;
- Professional experience in the use of handyman hardware tools (clearly indicate in your application form which tools you have experience with);
- Experience in using and knowledge of basic Logistical Equipment and tools, e.g. Electrical pallet wagon; Electrical stacker (clearly indicate in your application form which tools you have experience with);
- Experience and knowledge of basic IT tools, e.g. PCs, asset scanning tools, printers, multi-functional units;
- Computer literacy (MS Office package: Word, Excel, PowerPoint; etc.);
- Ability to be tactful, discreet and diplomatic with a service-minded attitude;
- People- and quality-oriented interpersonal skills;
- Ability to efficiently and effectively plan and follow up activities and to establish and maintain effective working relationships at all levels and also with external contractors;
- Ability to work independently or as part of a team; being proactive and capable of handling multiple tasks under time pressure;
- Thorough knowledge of English, as this is the vehicular language of Eurojust; and
- A satisfactory knowledge of Dutch, because the successful applicant will be required to communicate with external local service providers and to ensure that orders for the delivery of goods and/or services are properly executed.

Advantageous

The following characteristics are considered as additional assets:

- Training in Facilities Management;
- Training in Back Office Operations;
- Training in the field of Health and Safety/First Aid;
- Driver’s license for B-class vehicles; and

- Experience working in an EU or multicultural environment.

4. Contractual conditions

The Administrative Director will appoint the successful applicant as a member of the temporary staff pursuant to Article 2(f) of the *Conditions of employment of other servants of the European Union*, for a period of **five years**. The contract may be renewed.

Temporary staff are required to serve a probationary period of **nine** months.

For further information on contractual and working conditions, please refer to the *Staff Regulations* and the *CEOS*:

http://ec.europa.eu/dgs/human-resources/publications_en.htm

5. Submission of applications

Please fill out in English the Eurojust Application Form in English and submit it to the following e-mail address by the indicated deadline: **applications@eurojust.europa.eu**

The reference number of the vacancy must be indicated on the application form, in the heading of your e-mail and in all future correspondence relating to this application. If you wish to apply for more than one post, you must submit separate application forms.

On the day of the interview, applicants must bring originals or certified copies and photocopies of all the supporting documents concerning their educational qualifications and employment record.

Eurojust has the right to disqualify applicants who fail to submit all the required documents on the date of the interview.

Information about selection procedures at Eurojust and application guidelines can be found here: <http://www.eurojust.europa.eu/careers/Pages/application-procedure-form.aspx>

6. Request for review

If a candidate is found ineligible, or is not invited for an interview, he/she may submit request for reconsideration, quoting the reference number of the vacancy. More details on the request for review procedure can be found [here](#).

Please note that the Selection Board's work and deliberations are confidential and that any contact, direct or indirect, with its members is forbidden.

7. Protection of personal data

Eurojust will ensure that applicants' personal data are processed as required by all applicable data protection regulations and, in particular, with the rules on the protection and processing of personal data at Eurojust (OJ C 68/1, 19.3.2005).

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