



Vacancy notice for the establishment of a reserve list for:

**General Service Operator**  
**Reference: 15/EJ/CA 04**  
**Contract agent – FGII**

<b>Deadline for applications:</b>	<b>April 26<sup>th</sup> 2015 00:00 CET</b>
<b>Place of employment:</b>	<b>The Hague, Netherlands</b>
<b>Type and duration of contract:</b>	<b>CA (three years, with possibility of renewal)</b>
<b>Function group and grade:</b>	<b>FGII</b>
<b>Probationary period</b>	<b>Nine months</b>
<b>Security clearance level:</b>	<b>EU CONFIDENTIAL</b>
<b>Monthly basic salary:</b>	<b>€ 1934,53</b>

*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](http://www.eurojust.europa.eu)*

Eurojust is currently looking to recruit a General Service Operator. The General Service 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.

**1. Key accountabilities**

The successful applicant will be responsible for:

- Mail handling and distribution of all internal and external mail;
- Sorting, franking, addressing and registering all mail, packages and courier shipments;
- Packing special shipments;
- Selecting and ordering special packing material;
- Accepting all incoming mail/packages, in close liaison with Security (screening);

- All administrative and financial duties related to mail handling;
- Participating in operational meetings with Host State (HS) parties related to the HS mail contract;
- All activities related to promotional items: ordering, accepting, handling ordered promotional items, handing out promotional items, and all related administrative and financial duties;
- Operational management of the promotional items contract;
- Using basic IT tools and software such as: PC, Word, Excel, Outlook;
- Supporting the FM&GS Front & Back Office activities; and
- Performing any other support tasks requested by FM&GS management.

## 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 duties<sup>1</sup>;
- Be physically fit to perform his/her duties; and
- Have a thorough knowledge of one of the languages of the European Union<sup>2</sup> and a satisfactory knowledge of another language of the European Union to the extent necessary for the performance of his/her duties.

### 2.2. Minimum qualifications and professional experience

A level of post-secondary education attested by a diploma,

**OR**

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

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<sup>1</sup> Before appointment, the successful applicant will be required to produce an official document showing that he/she does not have a criminal record.

<sup>2</sup> 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.

### **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 in the areas mentioned above under 'key accountabilities';
- Administrative skills;
- Ability to effectively interact with all levels of staff and external contacts;
- Ability to work independently or as part of a team; being proactive and capable of handling multiple tasks under time pressure;
- Ability to work in a structured, accurate and organised manner;
- Excellent written and communication skills;
- Fluency in written and spoken Dutch in view of the need to deal with third parties (contractors) who only speak Dutch;
- Fluency in written and spoken English is essential in the field of activities/tasks covered by the post, as English is the vehicular language of Eurojust;
- 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; and
- 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.

#### **Advantageous**

The following characteristics are considered as additional assets:

- Working experience in a multicultural/EU environment;
- Training in the field of Health and Safety/First Aid; and
- Driver's license for B-class vehicles.

### **4. Contractual conditions**

The Administrative Director will appoint the successful applicant as a member of the contract staff pursuant to Article 3(a) of the *Conditions of employment of other servants of the European Union*, for a period of three years. The contract may be renewed.

Contract 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](http://ec.europa.eu/dgs/human-resources/publications_en.htm)

## **5. Submission of applications**

Please fill out the [Eurojust Application Form](#) in English and submit it to the following e-mail address by the stated deadline: [applications@eurojust.europa.eu](mailto: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 a 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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