

Job Description for Group 4. Office Support Agent

Employer

EU Delegation	<i>The Philippines</i>
Location	<i>30/F Tower 2 RCBC Plaza, 6819 Ayala Avenue, Makati City</i>

Job description

Group	<i>Local Agent Group 4</i>
e-Del-HRM and Sysper2 references	<i>e-Del-HRM reference number 47986; Sysper reference number 113169</i>
Section in the organisation chart	<i>Finance, Contracts & Audit Section</i>
Next hierarchical superior (who to report to)	<i>Head of Finance, Contracts & Audit Section</i>
Working hours	<i>Full time</i>
Working environment/conditions	<i>Multicultural environment</i>
Job objective	To provide general assistance, mainly administrative and secretarial support to the Finance, Contracts & Audit Section, in particular for the Head of Section.
Main Tasks	• To draft standard correspondences for the section. • To receive and register incoming mail, as well as to process outgoing communications. • To send e-mail and any other form of correspondences, assuring direct coordination between the section and the Commission in Brussels or other parties. • To send and follow up invitations to events. • To receive and screen incoming phone calls. • To establish and maintain an organised filing (paper and electronic) system for the section, assuring easy retrieval of pertinent documents. • To schedule appointments for the section, • To organise the logistics for missions and meetings for the section – prepare minutes • To assure systematic routing/distribution of documents/internal notes and section-related correspondences. • To familiarize with the EU internal procedures and to follow the defined procedures • Use of EU IT tools, in particular: ARES/CRIS/OPSYS/SUMMA/PPMT/PROSPECT/e-GRANT (training will be provided) • To undertake any other assignments that may be required, in view of the efficient functioning of the Delegation. • To prepare the weekly dashboard of pending invoices and incoming payment requests to be distributed to the FCA and COOP Sections.
Personal skills	• Ability to work under pressure and to respond quickly to new demands • Commitment to assure quality, speed and accuracy in performing duties • Initiative and responsibility • High flexibility • Capacity to communicate information • Drafting skills • Coordination skills • Planning capacity • Ability to work as a team member with good inter-personal skills • Ability to work in a multicultural environment is considered an asset • Confidentiality
Specific physical requirements (if any)	N/A

Job specifications

	Compulsory minimum requirements	Assets
Qualifications	Secondary/High School Diploma	Proven solid knowledge in administrative and secretarial matters
Professional experience	Relevant experience of at least 3 years in the field related to operational and administrative support and resources, or in the fields of activities listed above	More than 3 years of proven experience as administrative assistant or secretary
Knowledge of languages	• Excellent command of the English language, both oral and written • Fluent in Tagalog	Knowledge of French or other EU language is an advantage
Knowledge of IT tools	• Can operate office equipment such as scanners, photocopying machine, VTC tools, etc. • Excellent knowledge of Microsoft Office (Outlook, Word, Excel)	Knowledge of EC and/or EEAS internal applications