



EUROPEAN COMMISSION
Job Description Form

Job description version3 Job no. 125478 in *NEAR.DGA1.C.2.DEL.Armenia.002*

Job Holder _____

Name

Job Profile _____

Position

LOCAL AGENT Group IV

Job title

Office Support Agent – Operations Section

Domains

Generic domain

DG NEAR

Specific domain

Job Family

Operational,
Administrative and
Secretarial Assistance

Sensitive job

No

Overall purpose

Under the supervision of the Head of Section Operations, provide general administrative support and document management services and carry out general secretarial tasks to the section.

Functions and duties

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES – Non-specialized translation

- Perform informal interpretation and translation upon request.

+ INFORMATION and DOCUMENT MANAGEMENT – Document management

- Record and follow up incoming emails, correspondence and outgoing mails and emails for the OPS section.
- Filing all documents according to the retention plan.
- Update and maintain the file plan and OPS section's IT drives.

+ LOGISTIC SUPPORT – Organisation of meetings

- Provide logistics assistance to Cooperation Section team, including support to Project Managers in contracting procedures.
- Organise high-level and working visits from the EU Headquarters and others,
- Record and follow up incoming emails, correspondence and outgoing mails and emails for the OPS section. Update and maintain the file plan and OPS section's IT drives.
- Organise internal and incoming meetings: work out meetings' schedules, communicate with all parties involved, reserve meeting rooms, compile folders of working documents, etc.
- Organise appointments with government officials, agencies, embassies, international organisations, etc.
- Deal with logistics and protocol-related matters of meetings and events.
- Provide logistics support in organisation of regional trips and site visits to the EU-funded projects.
- Receive and accompany visitors through appropriate procedures in the Delegation premises or in an external venue.

+ OPERATIONAL and ADMINISTRATIVE SUPPORT and RESOURCES – General administrative support

- Take, transcribe, prepare and finalise notes, compose and type routine correspondence.
- Carry out various administrative tasks such as diary-keeping, filtering telephone calls, filing, etc.
- Provide support to Project Managers on request and make photocopies when required.
- Any other tasks as deemed necessary in the interest of the service according to secretary function.

Job requirements

Experience

Job-Related experience: at least 3 years

Secretarial and office support tasks:

- documents/correspondence management,
- non-specialized translations,
- coordination, logistics and general administration support.

Education

Secretarial school studies attested by a diploma or completed Bachelor's diploma.

Languages

	Listening	Reading	Spoken interaction	Spoken production	Writing
English	C2	C2	C2	C2	C2
Armenian	C2	C2	C2	C2	C2

Knowledge

- *Administrative support, secretarial tasks;*
- *International organizations, local government, etc.*
- *IT Tools*
 - *Archives, document Management systems and tools*
 - *Office automation tools*
 - *Word*
 - *Outlook*

Competences

- *Analysing and Problem Solving*
 - *Quick learner,*
 - *Motivated,*
- *Communicating*
 - *Ability to establish and maintain contacts,*
 - *Ability to work alone and/or in a team,*
- *Delivering Quality and Results*
 - *Ability to work in a proactive and autonomous way,*
 - *Results-oriented,*
 - *Detail-oriented,*
- *Prioritising and Organising*
 - *Capacity to deliver in structured way,*
 - *Ability to multi-task and prioritise,*
 - *Respecting deadlines,*
 - *Planning capacity,*
- *Resilience*
 - *Perseverance,*
- *Working with Others*
 - *Stress-resistant,*
 - *Sociability skills,*
 - *Confidentiality,*
 - *An awareness of and attentiveness to individual differences*