



**EUROPEAN COMMISSION**  
Job Description Form

Job description version3 Job no. 114031 n *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*