

VACANCY NOTICE TO CONSTITUTE A RESERVE LIST

Job title	Project Specialist (M/F)
Function group/grade	AD 6
Type of contract	Temporary Agent
Reference	VEXT/19/21/AD 6/CD
Deadline for applications	15/05/2019 24:00 Alicante time (CET)
Place of employment	Alicante, SPAIN
Reserve list (RL) valid until	31/12/2020
Number of candidates on RL	6

The European Union Intellectual Property Office (EUIPO) is organizing a selection procedure in order to constitute a reserve list from which to fill a/some vacant post/s of **Project Specialist** in the **Customer Department (CD)**.

1. BACKGROUND

The **Customer Department (CD)** is responsible for developing and implementing, in cooperation with all relevant departments, the policies, services and processes intended to improve the customer experience and to further promote a culture of customer service excellence within the Office. It comprises two Services:

The **Customer Management Service (CMS)** that manages the Office's customers, dealing with customer engagement, customer feedback and complaints, and providing information services.

The **Business Communications Service (BCS)** that ensures the multilingual consistency and customer focus of the Office's communications in all EU languages, managing all linguistic activities, operations, and quality assurance. It also handles support logistics activities including mail management, searches, publications and other ancillary IP management tasks.

2. DUTIES

Based on the area assigned to, the successful candidates will be expected to carry out some of the following tasks:

- Design projects/initiatives related to linguistics or customer management activities and draft concept papers;
- Manage projects/initiatives within the agreed time, cost and scope, and contribute to their successful implementation;
- Ensure good communication with key stakeholders throughout the project lifecycle (planning, implementation, benefits definition and realization);

- Adequately report to the programme board when required and timely update of the project documentation and information, using available corporate tools and approved methodology;
- Provide expertise, tools and methodologies to ensure the success of projects, delivering new products or services of appropriate quality, on time and within budget, in accordance with the project/programme plan;
- Produce project documentation, including timelines, charts and tables, PowerPoint presentations and similar.

AND

For linguistic projects:

- Perform analysis, evaluation and recommendation of best practices in the field of multilingual communications, language technology and terminology and of other externally developed and available linguistic tools and resources;
- Contribute to the identification, selection, installation and deployment of language technology hardware and software.

OR

For customer management projects:

- Perform analysis, evaluation and recommendation of best practices in the field of customer management practice and tools;
- Contribute to the identification, selection, installation and deployment of customer solutions and especially in the field of customer management and experience.

Duties Applicable to all Staff

- Actively work towards the achievement of the goals of EUIPO in accordance with the Strategic Plan;
- Perform any other work related duties and responsibilities that may be assigned by the line manager.

3. ELIGIBILITY CRITERIA

To be admissible for this selection, candidates **must** fulfill **all** the following conditions by the deadline for submission of applications:

General conditions¹

- 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;
- Meet the character requirements as to suitability for the performance of the duties involved;
- Be physically fit to perform the duties.

¹ See Article 12 of the Conditions of Employment of Other Servants of the European Union.

Education

- Have a level of education which corresponds to completed University studies attested by a diploma when the normal period of university education is **at least three years**.

Professional experience/knowledge²

- Have a minimum of three years of full-time relevant professional experience in the area of customer services or linguistics;
- Professional experience at project management level;
- Certification in Project Management and/or Business Analysis, such as Prince2®, PMP®, or equivalent.

Language skills

- Have a thorough knowledge of **English (minimum level C1)**: Language 1;
- Have a good knowledge of **another language of the Office (Spanish, German, French or Italian at minimum level B2)**: Language 2.

The levels indicated correspond to the Common European Framework of Reference for Languages.

Computer skills

Advanced computer literacy is compulsory. Candidates must have extensive professional experience with computer applications such as MS Office package or similar (mainly Word, Excel, PowerPoint, Outlook), databases and Internet research.

4. SELECTION CRITERIA

In order to select the best qualified candidates for interview and possible test phase, the Office will consider the following:

- Professional experience in customer engagement, management of customer solutions, customer experience and feedback;

OR

- Professional experience in linguistic activities such as linguistic services and workflows, machine translation, natural language processing, speech recognition;

AND

- Knowledge of European Union Trade mark (EUTM) and Registered Community Design (RCD) procedures;
- Knowledge of quality management systems, standards and policies;
- Good knowledge of another official language of the Office different from Language 1 and 2 (minimum level B2).

² Professional experience is counted from the date of obtaining the relevant diploma giving access to the function group.

In addition to the above criteria, candidates invited to the interview and test phase will also be assessed against the following requirements:

Competencies

In particular:

- **Communication:** communicate clearly and precisely both orally and in writing;
- **Analysis and Problem-solving:** ability to identify the critical facts in complex issues and develop creative and practical solutions;
- **Working with Others:** work cooperatively with others in teams and across organisational boundaries and respect differences between people; create a sense of team spirit by encouraging shared goals and exchange of knowledge and experience;
- **Learning and Development:** develop and improve personal skills and knowledge of the organisation and its environment; commit to train others, share knowledge, and systematically improve working methods;
- **Prioritisation and Organisation:** ability to prioritise the most important tasks, work flexibly and organise own and others' workload efficiently;
- **Quality and Results:** take personal responsibility and initiative for delivering work to a high standard quality within set procedures; show clear customer orientation (internal and external); build systematic and methodical processes into projects and work of self and own team;
- **Resilience:** remain effective under work pressure, be flexible and adapt to a changing work environment; encourage others to do the same and adjust own and team's approach to embrace changing circumstances;
- **Leadership:** lead and manage people and teams to achieve results; delegate work in own team appropriately and provide clear directions; inspire enthusiasm and a positive attitude in people about their work and their contribution to EUIPO's success.

5. INTERVIEWS AND TESTS

Pre-selection

Admissible candidates whose applications rank among the best qualified in accordance with the selection criteria detailed under point 4, may be contacted in order to verify their language skills (in particular, spoken production in English and another official language of the Office), as well as to prove their professional experience and/or other skills, knowledge and competencies. This pre-selection contact does not entitle candidates to be invited for interview: it is a step in selecting the most suitable candidates to be invited for interview.

Interview

Interviews will take place in Alicante and will be carried out in English. Other relevant languages as declared in the candidate's application/CV may be assessed in accordance with the levels indicated in this vacancy notice.

The interview will test the candidate's knowledge of matters relating to the duties to be performed (technical knowledge and behavioural competencies), activities of the Office, knowledge of the EU, suitability to perform the tasks to be accomplished and suitability to work in an international environment.



Test(s)

One or several tests will complete the assessment of one or several of the above aspects. Candidates called for the interview and test phase will receive detailed information with the invitation.

6. GENERAL INFORMATION

For general information on selection and recruitment procedures at the EUIPO, please refer to the following [link](#).

7. HOW TO APPLY

To apply please click on this [link](#).

All the documents included as links or made reference to within the context of this notice are considered to be part of the present vacancy notice.

Important:

Candidates should note that the information provided in their application/CV/profile constitutes a basis for appreciation of the eligibility and selection criteria. Therefore, they are invited to read carefully the requirements and to provide the relevant information in such detail that it allows this appreciation. Particular attention should be paid to information on their education and professional experience, in particular exact dates, description of responsibilities, duties performed and tools used.

**If there are discrepancies between the different linguistic versions, the English one should be taken as the correct version*