ADDENDUM

Addendum to the Call for expressions of interest for contract staff in the following function groups and profiles:

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After
EPSO/CAST/P/17/2017 Information and communication technology FG IV

Add
EPSO/CAST/P/18/2017 Manual and administrative support workers FG I

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Under
SPECIFIC CONDITIONS. QUALIFICATIONS & PROFESSIONAL EXPERIENCE

Add
For function group I:
Minimum level of education required:
Successful completion of compulsory education.
Page 3

Under

2) Selection tests organised by EPSO. Computer-based multiple choice question (MCQ) tests
If shortlisted, you will be invited to sit a series of MCQ tests in an accredited test centre, as specified in the table below. You will receive further instructions about the tests via your EPSO account.

Add
Please note that no competency tests will be organised by EPSO for function group I.

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Under

3) Recruitment tests comprising an interview and optional other forms of evaluation

Add
If you pass the reasoning tests for function group I, you may be invited to an interview and a competency test organised by the recruiting services. These interviews/tests for FG I aim to assess your suitability for the relevant position, and can take the form of a written or oral test, a practical test or a simulation. The recruiting services will inform you about the main features of such tests and interviews in advance, when applicable.

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Under

ANNEX I — DUTIES

Add

FUNCTION GROUP I

For Function Group I, the duties consist of manual and administrative support service tasks performed under the supervision of officials or temporary staff. The descriptions below are
examples of jobs available within the Institutions. The list is not exhaustive. Such tasks may fall within one of the following categories:

a) **Kitchen assistant / cook**
   - Ensure the preparation and distribution of meals, meeting deadlines in compliance with hygiene and quality standards
   - Prepare cold and hot dishes
   - Ensure the discarding and safe disposal of unsold, vacuum-packed and refrigerated storage (dry storage) stock
   - Distribute meals on the various distribution lines of the self-service and à la carte restaurant in an optimal and timely manner
   - Maintain hygiene standards in order to avoid the risk of contamination

b) **Waiter**
   - Ensure the provision of meals in compliance with hygiene and quality standards and in a timely manner
   - Ensure the preparation of the reserved room (preparation and dressing of the tables)
   - Ensure the preparation and presentation of the counters of the catering service
   - Client service: provide meals and other food, provide coffee service
   - Help with the various tasks involved in the preparation of meals in order to support the cooks/kitchen staff
   - Maintain hygiene conditions in compliance with Hazard Analysis and Critical Control Points principles (HACCP) in this area, in order to avoid any risk of contamination

c) **Warehouse staff**
   - Greet, educate and serve external clients regarding on-site deposits
   - Guarantee the accurate data entry
   - Ensure that the procedures for suspicious, banned or private shipments are followed properly
   - Perform searches related to addressing errors, and correct accordingly
   - Ensure a high level of interaction with internal and external customer services (Directorates General, third-party carriers etc.)
   - Carry out tasks involving the handling of inert, semi-heavy loads
   - Be able to work for a majority of the time in a standing position
   - Collect and provide statistics
   - Provide logistical support for events
• Carry out maintenance work: assemble, dismantle and relocate equipment necessary for exhibitions and/or the display of works of art, as well as support equipment and related materials
• Book in and dispatch goods, load and unload goods using vehicles
• Provide local technical support for the implementation of projects involving the installation of equipment and technical support to the users of the various general safety systems
• Manage orders and plan goods receptions — receive the delivered goods and verify them — load, unload, pack, unpack, assemble and install furniture
• Perform various administrative tasks within the area of activity

d) Printing staff
• Perform complex photocomposition work in the official EU languages
• Assist in the preparation of texts and tables, using image/plate settings
• Contribute to the work by carrying out graphic design
• Prepare first prints and / or originals for high-performance printers
• Assist in the daily maintenance of printing equipment and in managing texts stored on hard disks
• Help create and update software to create layouts and to transmit texts electronically
• Assemble and prepare offset plates
• Print and prepare documents, especially on offset and in small or medium-size format
• Prepare complete documents, including assembly, stapling and binding
• Prepare printing machines for printing
• Ensure daily routine operations in terms of handling and transport of printed material, cleaning of printers, etc.
• Ensure regular inspection and control of the maintenance of technical equipment
• Monitor work planning

e) Floor messenger / meeting room attendant / office support staff / document management
• Welcome, guide and introduce visitors
• Handle and distribute official documentation, mail and meeting materials
• Participate in the preparatory work for official meetings and in the setting up of the meeting rooms, including preparation of room plans, name plates and agendas/programmes
• Ensure presence and assistance during meetings, including for telephone calls and for voting
- Handle declarations of travel/accommodation expenses
- Manage lockers/storage racks, including distribution of keys if needed
- Provide information and help regarding the use of meetings rooms
- Provide assistance in updating the meetings register and in preparing annual, monthly and other statistical activity records
- Prepare and control workflows to print documents on high-performance printers
- Produce documents on high-performance printers
- Scan paper originals and prepare them for printing
- Ensure electronic archiving of documents
- Ensure electronic merging of different documents before printing
- Ensure handling and transport of printed material
- Ensure routine cleaning of printing machinery
- Prepare sending of documents based on pre-established criteria
- Prepare and print addresses on labels electronically, including updates of address databases
- Dispatch documents and letters, including via e-mail and mass mailing
- Perform any other tasks involving the publication, reproduction, distribution and archiving of documents based on production machinery
- File, register and store documents
- Prepare files for meetings
- Send, receive and register mail, including private courier shipments and diplomatic pouch
- Distribute mail internally
- Handle bulky or heavy documents / packages

f) **Building Management — technical and administrative support staff**
- Assist with the implementation of sub-contractors’ contracts in technical fields (finishing work, locks and door fittings, cleaning, waste management, electrical engineering)
- Monitor and check the provision of services and related data input, and draw up simple statistical reports
- Monitor the management of stocks of materials
- Maintain relations with user/client services
- Assist in the coordination of work in the different buildings
- Help to monitor the state of repair of buildings (requests for work in response to
malfunctions, monitoring office fitting work, etc.)

- Perform various manual duties related to office fitting
- Ensure technical troubleshooting and assistance
- Ensure minor routine maintenance work (setting up tables, coat racks, etc.)
- Manage keys for real estate and office furniture
- Assist in managing real estate inventories and updating technical plans for the buildings in use

g) Drivers

- Drive senior dignitaries and officials or other staff of the European Institutions, mainly in Brussels, Luxembourg and Strasbourg, as well as in other Member States and non-EU countries
- Drive visitors from the diplomatic corps and VIPs
- Transport goods/documents
- Transport mail
- Ensure proper use of the vehicle, particularly as regards maintenance and the vehicle’s technological tools
- Ensure the safety of passengers and goods during transport in compliance with the country’s Highway Code
- When necessary, see to the loading and unloading of vehicles
- When necessary, carry out administrative work and/or provide logistical support

h) Movers

- Provide support in the relocation of staff and their installation in new offices/locations
- Supervise waste management/recycling of used office furniture/equipment
- Assist in moving office furniture/equipment as required for events organised by the EU Institutions

i) Parliamentary Ushers and Ushers for other institutions

The Chamber and meeting rooms:

- Provide practical assistance to the President
- Welcome and accompany participants
- Distribute documents in all languages
- Set out desk nameplates
- Monitor signing in by MEPs
- Manage the attendance lists
• Provide security and, at the President’s request, intervene to maintain order
• Control access to the various rooms.

Protocol duties and official events:
• Welcome and accompany VIPs
• Set out flags
• Set up protocol cordons
• Form a guard of honour for official visits

Other duties:
• Distribute, collect, and transport mail by trolley
• Empty documents from packing cases, trolleys, and cupboards
• Welcome groups of visitors, accompany them, and direct them to their assigned seats in the galleries and rooms; keep order; ensure specific instructions are followed
• Manage cloakrooms for groups of visitors
• Perform administrative tasks (mail registration, filing, e-mails, basic word processing, intranet etc.)
• Provide information to visitors, officials, and others
• Assist the fire prevention service

j) Security and prevention officers
• Filter and control the access of people and goods through scanners and detection gates
• Quickly and effectively handle specific situations, where necessary by visual recognition of Members of the European Parliament, permanent staff members, service providers and visitors
• Carry out security patrols inside the Institutions’ buildings
• Carry out security checks on mail, parcels and deliveries
• Take all necessary steps to provide a continuous and professional service within the institution
• Intervene in the event of a fire emergency and/or alarm in accordance with the procedures established by the services responsible, and apply basic fire prevention and firefighting instructions
• Provide first aid to anyone in need
• Perform various administrative tasks (writing reports, filing, word processing, statistics, encoding, archiving and updating files)
k) **Receptionist**

The contract staff member may be required to work in two or three shifts and, if necessary, to work at night and/or weekends.

- Welcome people and identify their requests
- Provide information and give directions or accompany people to the contact person, department or place requested
- Welcome high-ranking visitors and ensure the smooth running of visits according to schedule
- Deal with incoming and outgoing calls through a switchboard
- Prepare meeting rooms for all types of meetings/events
- Consult, enter or update IT data
- Manage the department’s documentation

l) **Dispatcher**

- Ensure reception of MEPs and handle their immediate requests via the CARMEP system for the management of transport requests from MEPs
- Distribute journeys to drivers by combining / merging routes as much as possible
- Manage journeys efficiently in order to ensure a balance between drivers (work/breaks)
- Help and advise on the best possible route in case of doubt
- Be the point of contact between drivers and provide coordination during a route, thus making efficient use of the services provided
- Ensure technical inspection and regular maintenance of cars

m) **Communication and Information Systems technicians/ Cabling agents**

- Act as the main contact point for users, providing assistance and advice in resolving their IT problems
- Provide an accurate diagnosis and identify appropriate technical solutions
- Advise/train users in the optimal use of their IT tools
- Maintain the IT and audio-video cabling infrastructure in the buildings (modifications, repair, developments)
- Carry out the work and technical tasks needed to keep telecommunication networks and systems running smoothly

**All the other principles of the Call will apply *mutatis mutandis* to Function Group I.**