

**CIVILIAN JOB DESCRIPTION
HQ EUFOR**

HUMAN RESOURCES MANAGEMENT OFFICE

PART I – JOB IDENTIFICATION

<u>Post no.:</u>	CL CCO 102 (CE post)		
<u>Headquarters:</u>	HQ EUFOR		
<u>Branch:</u>	COMMAND GROUP		
<u>Section:</u>	OFFICE OF THE LEGAL ADVISOR		
<u>Unit:</u>	CLAIMS OFFICE		
<u>Job title:</u>	Claims Assistant		
<u>Nationality:</u>	National or legal resident of Bosnia and Herzegovina		
<u>Date of validation:</u>	01 SEP 2023	<u>Service:</u>	Civilian
<u>Duty location:</u>	Sarajevo, BiH	<u>Grade:</u>	LCH-5

PART II – DUTIES

A. POST CONTEXT:

The Office of the Legal Advisor (LEGAD) is a part of COM EUFOR CMD GP.

The HQ EUFOR Claims Office is responsible for providing technical and administrative support for the Claims Commissions and Arbitration Tribunal. This function of the HQ EUFOR Claims Office requires priority of efforts as stipulated in the Commander EUFOR Guidelines dated 17 DEC 2018.

The Claims Assistant will be directly responsible for the administrative workload of the HQ EUFOR Claims Office as stipulated below creating the necessary pre-condition for the efficient and timely functioning of the Claims Office and Claims Commissions and Arbitration Tribunal.

B. REPORTS TO:

Senior Bilingual Legal Assistant and Claims Officer

C. PRINCIPAL DUTIES:

1. Receives, records and scans all incoming claims and reports their receipt to Senior Bilingual Legal Assistant and/or Chief Claims Officer.
2. Receives incoming mail and ensures adequate distribution to other office staff.
3. Ensures the availability of proper facilities for the Claims Commission and Arbitration Tribunal hearings.
4. Arranges necessary copies of the case files to be delivered to Claims Commissioners.
5. Organizes interpretation for the Claims Commission and Arbitration Tribunal hearing.
6. Ensures timely delivery of the Claims Commission hearing notifications to claimants, respondents and Claims Commission members.
7. Takes Minutes of the Claims Commission hearings and provides written reports thereof.
8. Adequately safeguards and later transfers the Claims Commission decisions to the parties, providing information on applicable legal remedy.

9. Prepares office memos, mails and faxes, and arranges for delivery of legal correspondence to clients, witnesses and court officials as required.
10. Assures transfer of the claims received against TCNs and NHQ Sarajevo in a timely and traceable manner.
11. Assists in preparation of training materials and implementation of the training for national contingent claims personnel on claims office procedures, investigation adjudication and mission's appellate rights and procedures.
12. Obtains additional information and documents from claimants and respondents as tasked by Senior Bilingual Legal Assistant and/or Chief Claims Officer.
13. Ensures proper update and availability of and access to law libraries, documents, and case files as required.
14. Provides direct support to supervisors including scheduling, coordination, as well as administrative and secretarial support.
15. Maintains HQ EUFOR Claims Office data base and ensured regular updates.
16. Provides monthly statistical report as per HQ EUFOR Office data base and additionally provides specific statistical reports as requested by Chief Claims Officer.
17. Schedules meetings with police station commanders and border police commanders in relation to SOFA privileges and immunities and accompanies LEGAD/Claims Office staff to these meetings.
18. Provides support to other staff members in preparation of the Arbitration Tribunal hearings.
19. Safeguards and later transfers the Arbitration Tribunal decisions to the parties.
20. Provides translation and interpretation as and when requested.

D. ADDITIONAL DUTIES:

- May be required to undertake operational deployments and/or TDY assignments both within and outside EUFOR's boundaries.
- Performs other duties as assigned.

PART III – QUALIFICATION

A. ESSENTIAL QUALIFICATIONS:

1. Professional Experience:

- Minimum 2 years' experience in the legal field, insurance office or in the field of claims related to mission environment, preferably in an International environment.

2. Education / Training:

- Completion of secondary education (4 years), coupled with adequate work experience.

3. Security Clearance:

CERTIFICATE OF NO CRIMINAL RECORD

4. Language:

English: Good

Bosnian/Croatian/Serbian: Very Good

5. Standard Automated Data Processing (ADP) Knowledge:

Word processing: Intermediate knowledge

Spreadsheets: Basic knowledge

Presentation: Intermediate knowledge

Database: Advanced knowledge

B. DESIRABLE QUALIFICATIONS:

1. Professional Experience:

- Previous working experience in the environment of a legal office or insurance company, preferably of the international nature.

2. Education / Training:

- Completion of advanced vocational training in international, administrative, commercial law or related field.

3. Language:

English: Very Good

4. Standard Automated Data Processing (ADP) Knowledge:

Word processing: Advanced knowledge

Spreadsheets: Intermediate knowledge

Presentation: Advanced knowledge

Database: Advanced knowledge

C. CIVILIAN POSTS:

Personal Attributes:

Adherence to company procedures. Seeks approval from correct authority for changes. Ability to maintain social, organizational, and ethical norms in job-related activities. Ability to evaluate data and courses of action and to research logical decisions. Unbiased, rational approach. Willingness to participate as a full member of team of which the jobholder is not necessarily leader; effective contributor even when team is working on something of no direct personal interest. Ability to analyse, organize and present numerical data, i.e., financial or statistical. Capacity to perceive the impact and implications of decisions and activities on other parts of the organization.

Problem Solving:

Requirement to evaluate and solve patterned and interpretative problems involving daily or new issues. Problems resulting out of similar or different situations require interpretation of the situation, analysis and a choice between several options.

Managerial Responsibilities:

Planning and coordinating most daily work details in accordance with rules and regulations. Some control over given priorities.

Professional Contacts:

Contacts generally involve the exchange of working courtesies or information for the execution of administrative tasks and actions.

Contribution to the Objectives:

The work covers many similar and/or dissimilar tasks that require personal and intellectual skills within the same subject area. Although clear guidance and standard rules/regulations are available, some ability to analyze and solve problems is needed to deal with specific issues. Performance of duties indirectly impacts the objectives, efficiency, image and the financial resources of the HQ.

Impact of Work Environment:

The work environment has no direct negative effect on the work performed, such as a standard office environment.

D. REMARKS:

EMPLOYMENT CONDITIONS

The successful candidate will be offered an initial one-year employment contract. The contract may be renewed subject to satisfactory performance, and the continued operational need/funding for the position. The expected start of tour is 01 DEC 2023

The starting salary for a LCH-5 position is EURO 1,157.00 per month (exempt from local taxation).

Other employment benefits include:

- Affiliation to a Cigna Group Medical Insurance Scheme (premiums shared);
- 24 annual leave days per calendar year;
- 7 fixed and 4 floating official holidays per calendar year;
- Enrollment into the host nation social security scheme (premiums covered by HQ EUFOR);

WHO CAN APPLY?

Internal and external candidates who are nationals or permanent legal residents of Bosnia and Herzegovina are invited to apply for this vacancy notice.

In order to apply, all candidates (internal and external) must fill in and submit the application form available on our website <http://www.euforbih.org/index.php/vacancies-a>

We welcome all applications regardless of gender, age, religious beliefs, sexual orientation, ethnicity or national origin. We believe that we can only be stronger as a team with a highly diverse mix of employees.

Documents should be submitted by email to: vacancies@eufor.europa.eu