

**VACANCY No. 03_04/2013 IN FOREIGN COUNTRIES FOR THE POSITION OF HELP DESK
OFFICER/RECEPTIONIST IN THE FRAME OF THE PROJECT "EU INFO CENTRE IN PODGORICA" Ref.
EuropeAid/134108/C/SER/ME**

INFORMEST in Consortium with NASME (MNG) and MURA (SLO) has been invited by the European Union Delegation to Montenegro to take part in the restricted tender procedure "EuropeAid/134108/C/SER/ME EU INFO CENTRE IN PODGORICA". The Consortium led by INFORMEST has been shortlisted together with other 7 candidates.

The overall objective of the project "EU INFO CENTRE IN PODGORICA" is as follows:

- To improve understanding of functioning of the EU institutions;
- To increase the knowledge of Montenegrins on the accession process and explain the implications of integration for Montenegro;
- To assist the Delegation to promote IPA programme and enhance EU visibility in Montenegro;
- To improve public knowledge and understanding of the European Union

The purposes of the project are as follows:

- To provide objective, clear and accessible information to a wider audience on the EU, its policies and assistance programmes;
- To improve knowledge, understanding and support of citizens of Montenegro to European integration process, by fostering public debate and organising various events on the EU and EU-Montenegro relations;
- To organise various activities and events to support the media in understanding the integration process, individual EU policies and the functioning of the EU institutions;
- To communicate all benefits and obligations the EU membership entails, by providing facts and presenting concrete examples and "stories with human dimension";
- To present success stories and communicate concrete results of EU-funded projects through well-tailored and well-targeted communication tools;
- To efficiently manage and implement activities of the EU Info Centre (EUIC) in Podgorica.

For the project implementation and as requested by the Term of Reference received by the EU Delegation to Montenegro for the above mentioned restricted procedure, INFORMEST has to select a Helpdesk Officer/Receptionist as the first contact point for all the visitors and phone callers to the EU Info Centre..

The selection procedure will respect the terms and requisites of the present notice. It will be subjected to the comparative evaluation of the curricula sent by the candidates with proved specialization and specific technical and professional competences.

All qualified candidates are encouraged to apply to the above-mentioned position.

INFORMEST will publish on the website the results of the selection and will contact the candidates to the e-mail address or fax number, as indicated in the application form, when missing, through registered mail.

Further information are provided below:

1. CONTRACTING AUTHORITY

INFORMEST

Via Cadorna, 36 - 34170 GORIZIA

Tel: 0481/597411 – Fax: 0481/537204

E-mail: contratti@informest.it

Website: www.informest.it

Responsible for the procedure: Sandra Sodini – Director of Economic Cooperation Department

2. JOB PROFILE

Help Desk Officer/Receptionist.

3. DURATION

Contract duration: 12 months full time, with possible extension.

Provisional commencement date: November 2013.

The EU Info Centre will be opened from Monday to Friday from 9.00 to 18.00 hours, and on Saturdays from 10.00 to 14.00 hours. Also, it will be opened during the evenings, whenever events are scheduled in the evening hours.

The contract signature is subject to the result of the tender award.

4. DEADLINE FOR SUBMISSION OF THE APPLICATION

10th September 2013 – h 13:00 (Central European time)

5. LOCATION

Operational base for the project will be the EU Info Centre in capital Podgorica.

If/when needed meetings out that area could take place (outside Podgorica or EU) in accordance with the EUD to Montenegro and INFORMEST.

6. MAIN ACTIVITIES AND TASKS

The Helpdesk Officer/Receptionist shall be the first contact point for all the visitors and phone callers to the EU Info Centre.

The Helpdesk Officer/Receptionist shall perform secretarial duties.

The Helpdesk Officer/Receptionist will also support the Team Leader for the financial/budgetary issues in close cooperation with INFORMEST.

7. REQUIRED COMPETENCES

Qualification and skills

- Diploma or University degree in Economy, Communications, Public Relations or Marketing Excellent communication and interpersonal skills;
- Excellent spoken and written English and local language;
- Excellent knowledge on the EU, its policies and European integration process;
- Advanced PC skills (MS Office, particularly MS Excel, MS Word, MS Project and MS Power Point)
- Able to work under time pressure and within short deadlines;
- Available on-the-spot in support of evening events when needed

General professional experience

- At least 3 years of professional experience as Helpdesk Officer/Receptionist or PR,
- At least 3 years of professional experience in customer service

8. APPLICATION FORMAT AND DETAILS TO BE PROVIDED

Application must be submitted using the forms available at the following internet address:

<http://www.informest.it/lavora-con-noi/avvisi-posizioni-estero.aspx>; together with

1. Application form duly signed demonstrating possession of the requirements as per above using the format published on the vacancy announcement page and forming a substantial part of the present notice,
2. Curriculum Vitae (EuropeAid format enclosed on the vacancy announcement)

INFORMEST has the rights to extend or rebid the deadline for the submission of applications as well as the to suspend, modify and revoke the procedure for the present selection in any time and whatever the state of progress. To this attempt the interested parties cannot wield any claim to compensation or indemnity. The publication of the present notice does not imply any obligation for INFORMEST to award the position neither for the applicant any right to obtain reimbursement or performance from the Agency itself. The candidate shall communicate, by writing, any change related to the address that may occur, after the submission of the application, in order to allow INFORMEST to communicate the selection results. INFORMEST will not be responsible in case of loss of documents due to wrong indication of contacts or to late or undelivered communication of address change or because of postal or telegraphical disservice not ascribable to INFORMEST. In case of discrepancy between the Italian and the English version of the present announcement, the Italian will prevail.

9. HOW APPLICATIONS MAY BE SUBMITTED

Application must be submitted exclusively in ENGLISH by:

- fax +39 0481 537204 or via certified e-mail to the address ufficiocontratti@pec.informest.it, or via mail (contratti@informest.it), or either by recorded deliver (official postal service) or hand delivered (including courier services) directly to INFORMEST, via Cadorna 36, 34170 Gorizia (Italy).

The subject "VACANCY N. 03_04 - EuropeAid/134108/C/SER/ME – EU Info Centre in Podgorica" must be clearly marked on the envelope/e-mail/fax containing the application form.

Any application received after the deadline or incomplete will not be considered.

10. SELECTION CRITERIA

The selection criteria is based on the comparison of CVs following the criteria listed in point 7 of the present announcement.

If more than 3 candidates meet the above mentioned criteria an interview will be organized at Informest Headquarters (Gorizia, Italy).

The exact date and time will be communicated directly to the candidates.

The comparative evaluation is under responsibility of a Commission appointed by the RUP and composed by two members and a secretary. The decision of the Commission is incontestable.

At the end of the evaluation, the Commission draws up the ranking of applicants and indicate the selected candidate. If more candidates obtain the same evaluation mark, the precedence is given to the youngest one.

In order to finally award the position, the Commission will ask to the selected candidate to provide (as requested by the project ToR):

- a copy of the diplomas mentioned in the CV;
- a copy of employer certificates or references proving the professional experience indicated in the CV.

Only diplomas and documented experience will be taken into account.

Upon signing the RUP approves the ranking.

In case the selected candidate reject to sign the contract, INFORMEST will scan the ranking.

INFORMEST has the right not to assign the work in case it considers that no applicant fulfill the requested criteria.

The position can be awarded even though just one application is received.

11. TREATMENT OF PERSONAL DATA

The application must contain the authorization for the treatment of personal data, according to D.Lgs. 196/2003 s.m.i., for the purpose linked to the execution of the procedures concerning the present selection, as specified in the privacy note on INFORMEST website, which is part of the present public selection notice.

12. RESPONSIBILITY OF THE PROCEDURE

The responsible of the procedure of the present notice is dott.ssa Sandra Sodini, Director of International Economic Cooperation Department.

Date: August the 26th, 2013

Sandra Sodini

A handwritten signature in black ink, appearing to read 'S. Sodini', with a stylized flourish at the end.