






Application deadline: 15 September 2022

Partnership Administration Officer

ABOUT EIT URBAN MOBILITY

EIT Urban Mobility, supported by the European Institute of Innovation and Technology (EIT), acts to accelerate positive change on mobility to make urban spaces more liveable.

EIT Urban Mobility is an initiative of the European Institute of Innovation and Technology (EIT). Since January 2019 we have been working to encourage positive changes in the way people move around cities in order to make them more liveable places. We aim to become the largest European initiative transforming urban mobility. Co-funding of up to € 400 million (2020-2026) from the EIT, a body of the European Union, will help make this happen.

	<i>We create systemic solutions that will move more people around the city more efficiently and free up public space.</i>
	<i>We bring all key players in urban mobility together to avoid fragmentation and achieve more.</i>
	<i>We engage cities and citizens from the word go, giving them the opportunity to become true agents of change.</i>

ABOUT THE JOB

The **Partnership Administration Officer** will ensure that administrative tasks regarding EIT UM Partnership management are completed efficiently and in a timely manner. Critical elements of the Partnership administration include providing the right support, using adequate channels, and ensuring that all partners get optimal access to the corresponding tools to execute all required tasks. It is expected from this role, the input and tailoring of ticketing and other administrative tools to ensure proper Partner management.

In addition, task automation will also be expected to ensure optimal service efficiency. Being a member of IT department, the Partnership Administration Officer will report directly to the Head of IT and will work closely

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with other departments in Operations (i.e.: the Programme Management Office). The primary focus is to ensure Partner satisfaction by providing outstanding support and guidance on EIT UM specific requirements. Troubleshoot problems, escalate cases to the corresponding team and advise on the appropriate action, are critical actions expected from this role.

The secondary focus will be to improve processes and ensure operational efficiency. Finally, generating reports monthly, using MS PowerBI, and providing support for non-technical other tasks of IT department will also be expected.

Main tasks of the Partnership Administration Officer will be:

- Manage Administrative tasks regarding Partnership
- Respond to requests for assistance via email, ticket, or phone
- Diagnose and resolve, or escalate, technical hardware and software issues
- Research questions using available information resources
- Advise user on appropriate action
- Implement best practices and standards for Partnership support
- Log and monitor all help desk interactions
- Administer, tailor, and improve a helpdesk tool (ticketing tool & mailbox)
- Follow up with customers and users to ensure complete resolution of issues
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Document processes and propose process improvements to stakeholders
- Prepare activity reports (monthly reports in PowerBI)
- Inform management of recurring problems
- Stay current with system information, changes and updates
- Help update training manuals for new and revised software and hardware

The position is based in **Barcelona (Spain)**.

Permanent and full-time position, with possibility to homework up to 2 days a week.

No relocation expenses are assigned.



THE PERSON WE ARE LOOKING FOR

We put a high value on your individual qualities, and we are looking for someone who strives for making a difference together with other people.

The ideal candidate would have:

- At least 4-year of experience in customer care roles
- Knowledge of relevant call tracking applications and ticketing tools
- Knowledge and experience of customer service practices
- Related experience and training in troubleshooting and providing help desk support
- Motivation to work in fast-moving, innovative, and sometimes ambiguous environments;
- Team player who can work independently;
- Organized and structured, pro-active and hands-on;
- A positive and 'can-do' mindset.
- Oral and written communication skills
- Learning skills
- Customer service orientation
- Problem analysis & problem-solving mentality
- Adaptability
- Planning and organizing
- Attention to detail
- Stress tolerance

To be a fit for this role:

An ideal candidate will strive to generate positive environmental and social impact in line with EIT Urban Mobility's mission. We are looking for individuals with a "can do" attitude, who are passionate about partner management.



ELIGIBILITY

General Conditions:

By the closing date of this call candidates must:

- Enjoy their full rights as citizens¹
- Meet the character requirements for the duties involved.

Education:

- Bachelors' degree in Engineering (or similar)².
- Excellent written and spoken English (C1), additional European languages are a plus.

APPLICATION PROCESS

EIT Urban Mobility is an equal opportunity employer and values diversity. To build a strong digital Europe that works for everyone it is vital that we have diverse range of skills, knowledge and experience in the sector. Therefore, we welcome applications from anyone who meets the above criteria and encourage applications from women, ethnic minorities, and other underrepresented groups.

To apply for this position, please download the [application template](#) from EIT Urban Mobility website.

Complete the four elements of the application:

- 1) Personal **contact details**;
- 2) An **essential criteria** checklist;
- 3) A **Cover Letter** demonstrating how you match the skills defined in the job description – examples should be given;
- 4) A **curriculum vitae**.

¹ Prior to the appointment, the successful candidate
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Follow the naming process detailed below:

- Format:** Save your completed application form in **one single PDF file** format.
- File name:** Name the file according to the model “*first name_last name – EITUM_ job position*”. For example, Joanna Smith would name the file, *Joanna_Smith - EITUM_Partnership Administration Officer*”.
- Email title:** The subject field should read “Partnership Administration Officer. HR115-2022”.
- Send to:** Send your completed application to: recruitment@eiturbanmobility.eu.

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Data Protection Disclaimer

Your personal data will be processed with utmost care by the EIT KIC URBAN MOBILITY, S.L. or its subsidiaries.

The said processing will allow us to manage the recruitment of the offered positions, and more specifically:

- to enable you to submit your CV to apply for specific jobs;
- to match your details with the job vacancies and to eventually contact you;
- to retain your details and notify you about future job opportunities similar to the specific role for which you have contacted us;
- to answer your enquiries.

You can exercise your data protection rights, writing to recruitment@eiturbanmobility.eu.

You may find further information in the full GDPR Compliance privacy note for applicants available [here](#).