

## **ECHA/TRN/2021/003 – Support and Enforcement Unit (A2)**

The Support and Enforcement Unit - in the Directorate of Submissions and Interaction of the Agency - gives advice to industry, inter alia, on the BPR, CLP, PIC, SCIP and REACH regulations, provides the Secretariat to the BPR, CLP and REACH Helpdesks' Network (HelpNet) and manages the Secretariat of the Forum for Exchange of Information on Enforcement to facilitate harmonised enforcement activities by national authorities throughout the EU/EEA. It also provides the ECHA Information Desk which acts as a front desk for mail and phone calls to the Agency.

### **Assignment**

The trainee will work in the Support and Enforcement Unit, more specifically in the Regulatory Support Team (REST). The trainee will participate in the following tasks:

- Provide reliable regulatory support to manufacturers, importers, downstream users and other interested parties on the relevant EU legislations in accordance with established workflows and timelines;
- Manage incidents (timeliness, second level consultations, customer friendliness) on the Incident console (BMC Remedy IT service management) and Authority services (Helpex) smoothly and in accordance with established working instructions;
- Respect the workflow of the service desk, monitor incidents investigated by the contractor, expand regulatory competences and contribute to product development;
- Contribute to the development of the internal knowledge base;
- Contribute to the review of regulatory Q&As published on the ECHA web site.

### **Profile**

- Completed or undergoing university studies;
- Good experience in using MS Office tools;
- Good drafting skills;
- Fluency in English both written and spoken (as this is the working language of the Agency);
- Ability to complete assigned tasks independently and with little direction;
- Excellent communication and interpersonal skills;
- Aptitude for collaborating with different stakeholders;

### **Asset**

- Knowledge on requirements under the relevant EU legislations
- A good command of additional EU languages.

**Starting Date:** 01 March 2021

**Duration:** 6 months

**Deadline for applications:** 08 November 2020 at noon 12:00 Helsinki time (11:00 a.m. CET)