Communi-K (a partnership between Serco and Tipik)

In cooperation with the Directorate-General for Communication, Communi-K manages the general information service of the European Commission: the European Direct Contact Centre (EDCC).

The Directorate-General for Communication (DG COMM) is the European Commission department responsible for explaining EU policies to outside audiences.
It keeps the European Commission abreast of political developments and trends of public opinion and the media.

The European Direct Contact Centre's main task is to provide information to the public on the European Union's activities and policies via telephone and email.

Communi-K provides coverage in all 24 official EU languages via Communication Officers.

Communication Officers, supported by a comprehensive training programme will deliver the day to day activities related to enquiry handling.
Based on the analysis of current statistics around 33% of the work is related to telephone enquiries and over 60% of the work is based on email enquiries – The majority of the training is delivered internally but will include external training provided by DG COMM.

We work with two interns throughout the year who are supported by a team of 21 Communication officers, 6 Supervisors, an in-house Trainer and higher Management team.

Our offered internships have a duration of 3 months. This is an excellent opportunity for students who have the ambition to work in close relationship with European institutions.

→ The job description can be found here

Internship requirements

Experience:

- EU related Master Student (on last phase. Must still be enrolled)
- Great knowledge of EU policies and Institutions

Language requirements:

- The working language of EDCC is English, proficiency is required to minimum C1 level.
- A combination of at least two of the following other EU languages are also required at a minimum C1 level: French, Spanish, Italian & German