



Extreme Light Infrastructure ERIC

User Office Coordinator

Extreme Light Infrastructure (ELI)

The Extreme Light Infrastructure (ELI ERIC) is the world's largest and most advanced high-power laser research infrastructure. As an international user facility dedicated to multi-disciplinary science, ELI provides access to world-class high-power, high-repetition-rate laser systems and enables cutting-edge research, as well as breakthrough technological innovations. The ELI ERIC operates as a single multi-site organisation with two complementary facilities specialised in different fields of research with extreme light: ELI Beamlines in Dolní Břežany (Czech Republic) and ELI ALPS in Szeged (Hungary).

The ELI ERIC DG's Office is searching for a User Office Coordinator, who will be able to provide support services and cooperative assistance in the User Office.

What will you do:

As the User Office (UO) Coordinator, you will play a critical role in facilitating access for external researchers – the Users of ELI ERIC. Your responsibilities will include supporting access applications, providing logistical and technical support for successful experiments, and gathering post-experiment feedback. This front-line service role requires full on-site availability and the ability to collaborate closely with various support services. The main activities of the role will include:

- **Administrative Support:** Manage and maintain up-to-date information on the user access web portal. Be available to provide information and support.
- **User-Facility Interaction:** Coordinate interactions between users and Facility scientists/staff, ensuring all logistical needs are met in advance.
- **User Reception:** Welcome users upon arrival, providing them with essential information and assisting with required procedures.
- **Event Assistance:** Support the organization of events such as Peer Review Panel meetings, User Meetings, and scientific events.
- **Give Support:** help feedback collection and proposal review

We expect you to have:

- A university degree or relevant experience in customer service
- Fluency in English and proficiency in Czech



- Basic proficiency in MS Office
- Strong communication and organizational skills with an attention to detail
- Ability to work on-site full-time and demonstrate flexibility
- Previous experience in customer service or international environment is a plus

We Offer:

- A stimulating and diverse environment in a cutting-edge international research facility located in Dolní Břežany, just outside Prague (with good public transport connections)
- A friendly working environment in the organization with an impact on society
- Opportunity to grow and develop knowledge and skills
- An attractive remuneration package
- Full-time employment
- Starting date as soon as possible

To apply please send a letter of interest, including a concise description of experience relevant to the position, as well as the CV, to kamila.orsagova@eli-laser.eu.