



## Job Role - Chief Marketplace Officer-Services

### About GeM

Government eMarketplace is a unified digital platform that facilitates end-to-end procurement of goods and services by various government departments, organizations, and public sector undertakings (PSUs). Our Honourable Prime Minister's concerted efforts to harness the power of digital platforms to achieve 'Minimum Government, Maximum Governance' led to the genesis of GeM in 2016.

GeM provides a paperless, cashless, and contactless ecosystem for government buyers to directly purchase products and services from pan-India sellers and service providers through an online platform. GeM covers the entire gamut of procurement process, right from vendor registration and item selection by buyers to receipt of goods and facilitation of timely payments. GeM has envisioned to utilize the agility and speed that come along with a digital platform created with a strategic intent to reinvigorate public procurement systems and bring about a lasting change for the underserved as well as the nation.

Built on the pillars of Efficiency, Transparency and Inclusivity, GeM has emerged as a digital tool in nation's interest, aimed at catalyzing excellence in public procurement. To know more about us, please visit- <https://gem.gov.in/>

**You may also follow us on-**  
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### What is it like to work at GeM?

- Opportunity to work with a team of highly passionate professionals from Private and Government sector
- Unbounded space for creativity and innovation.
- Agile and collaborative work environment
- Highly transparent and open work culture
- Work- Life balance
- Various kinds of health covers (Insurance) for individual and family
- A great opportunity to learn and hone your skills

**Type of Employment:** This is a contractual role under Project Management Unit (PMU) of GeM.

**Compensation:** GeM offers competitive salary and other additional benefits

**Location:** This position is based in Delhi

A broad overview of the nature of the role can be garnered from the broad outline of the primary responsibilities shared below:



### Key Responsibility Areas:

Indicative list of responsibilities are as under. However, CEO (GeM) may assign any or all of the following or any additional responsibilities:

Overall In charge of Services Vertical on GeM - The work involves creation of new Services and revamping of existing Services. This requires Identification of Service requirement, Consultation with Buyers and Service

providers, Creation of SLAs, Ensuring compliances with Government regulations, Creation of BRDs and monitoring of technical development, approval of process flows and validations, Integration with various outside agencies, Development of new functionalities, etc

Responsible for overall functioning of the Services including the operational and financial outcomes.

Handholding workshops with Buyers to facilitate procurement of Services, Workshops with Service providers in consultation with Industry Associations

Orchestrate the interface between the buyer and seller organizations to ensure seamless integrated operation

Oversee key marketplace activities and conduct performance review of functions including but not limited to:

- Executive level dash boards, driving marketplace Services performance and health
- Automating & standardizing contracts, pushing bids via over custom bids
- Translation of requirements into services/functionalities on platform within time and budget
- Procurement policy - Policy creation & refresh with evolving govt. priorities and procurement landscape

Responsible for implementation of key strategic initiatives across the marketplace/ Works Define metrics and KPIs to monitor performance, set goals and measure success.

Handling of legal cases filed/ defended for GeM before Indian courts and Arbitration tribunals as and when required. Attending internal and external senior level meetings and examining the documents prepared by the relevant team for various compliances. Investigation of various complaints received from outside agencies.

Any other responsibility as assigned by the competent authority from time to time

#### **Key Shared Accountabilities:**

- Support the different departments on participation, feedback, marketing, customer retention and CRM initiatives.
- Decision making on strategic initiatives/new projects that cut across both the business and technology facets
- Assist the department heads in designing improvements by providing insights/recommendations based on customer interactions.
- Work to drive changes in culture, processes and talent required to build data driven customer care center.
- Responsible for personnel management and building a strong innovative organizational culture.

#### **Professional Qualification**

- Minimum 18 years of overall experience.
- A minimum of 10 years in Public Procurement is essential
- Minimum 4 years into a team handling role is essential
- Hands on experience in handling product categories in e-commerce industry.

#### **Other preferred qualifications**

- Well conversant with various regulations issued from DOE, MoMSME, DPIIT regarding public procurement

## Educational Qualification

- Bachelor's degree in technology or engineering from a recognized University.
- Post Graduate Degree or diploma in Management or Engineering or Technology from a recognized University.

## Other Desirable skills

Strong Leadership skills of having led large sized teams.

- Outstanding communication skills, both written and verbal and exceptional
- Customer-Focused "mindset
- Strong people and relationship management and leadership skills. Capability to work in a fast-paced high growth environment.
- Adequate legal knowledge to handle court and arbitration cases.

GeM selection committee reserves the right to relax or extend the eligibility criteria and educational qualification.

In case numbers of applications received are very high, GeM reserves the right to shortlist candidates and invite only shortlisted candidates for interview round.

The crucial date for determining the eligibility will be the last date of receipt of applications. No applications shall be entertained under any circumstances after the stipulated date. Incomplete applications shall be rejected.

GeM reserves the right to shortlist candidates for interview. Applicants should note that mere fulfillment of minimum eligibility criteria may not ensure consideration for short listing for interview. GeM will not entertain any correspondence on this subject and decisions of GeM will be final in all matter.

**Application for Chief Marketplace Officer-Services Position at  
Government eMarketplace, GeM**

Please answer the below mentioned questions as a process to apply for your candidature and share it along with your updated resume on [resume.gem@gem.gov.in](mailto:resume.gem@gem.gov.in).

- Please specify your graduation degree along with specialization with year of passing:
- Please specify your post-graduation degree along with specialization with year of passing:
- Your total experience:
- Your annual current CTC :
- Your annual expected CTC :
- Do you have minimum 18 years of overall experience?
- Do you have minimum of 10 years of experience in Public Procurement?
- Do you have minimum of 4 years of experience into a team handling role?
- Do you have experience in handling product categories in e-commerce industry?
- How soon can you join us?
- Are you Open to work in Delhi?
- Do you know anyone in Government eMarketplace (GeM), If Yes, please mention the Name & Employee's current designation and Phone number.