

# Job profile for HR Operations

## Reporting Structure

### Reports to:

- HR Head

## Indicative KPIs

- Process documentation , Medi-claim , Compliance as per the requirements.
- Number of Process / SOP developed and properly executed , developed matrix for employee satisfaction.
- Adherence to processes and timelines as detailed by HR Manual
- Implementation of HRIS with a stipulated time period.

## Key Responsibilities Areas

- Responsible for the day to day operations of the HR function at GeM including , compensation, performance management, succession planning,
- Institution of the HR management system (HRMS); and the archival and updation of personnel data
- Reviewing job descriptions for all positions at regular intervals and updating them in consultation with the respective managers
- Responsible for leave management and payroll and communicating and explaining the organization's HR policies to the employees
- Implementing and administering performance management processes as per the PMS policy and timelines
- Coordination with individual department heads on KPIs and targets for each individual, support communication of KPIs to all staff
- Management of the institution of company complaint procedure and addressal of employee appeals
- Ensure statutory compliances in payroll processing and deductions and reimbursements
- Devise mechanisms to understand user requirements/ needs from payroll system; Suggest improvements in the systems to meet the desired expectations
- Ensure timely resolution of queries & concerns of External and Internal stakeholders like Internal Departments
- Any other responsibility as assigned by the competent authority from time to time

## Key Shared Accountabilities

- Liaise with the individual department heads to review the reporting structures and compensation.
- Responsible for personnel management and building a strong innovative organizational culture

## Qualifications and Skill Sets<sup>1</sup>

### Mandatory

- 10-14 years experience in human resources, from technology/e-commerce space
- Graduates / B.Tech / MBA degree in Human Resources Management from reputed institute would be an added advantage.
- Familiarity and skill with tools in human resources like HRIS, Microsoft Office suite of products, file management, and benefits administration.
- Strong people management and leadership skills
- Capability to work in a fast paced high growth environment.

1. GeM selection committee reserves the right to relax or extend the qualifying criteria. Profiles should be continually refined every 2-3 years