

Job Role – Chief Manager/ General Manager – Finance (Fintech)

About Government eMarketplace (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 utilise 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/>

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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

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 as shared below:

Job Summary:

We are currently seeking a dynamic and experienced individual with a minimum 11 years of experience in finance and technology domain with a strong background in strategic initiatives, fintech, cost optimization, contractual negotiations, consulting, technology migration, digital transformation, and data integration. The ideal candidate will possess a strong understanding of financial analysis, strategic planning, and market benchmarking, with a specific focus on e-commerce and fintech industries. The candidate should also have excellent industry connections, which would be considered an added advantage.

Responsibilities:

- Enable and leverage technology in the existing setup to optimize efficiency and effectiveness to streamline processes, improve productivity, and enhance customer experience.
- Drive negotiation and closure of commercial agreements with technology stack providers, financial institutions and other external parties leading discussions on value proposition, technical specifications, pricing, SLAs, and technical clauses of concern within the contract
- Drive enhancement in payment success rates with banks and payment partners (PAs/PGs) through in-depth transaction analysis, BIN mapping, and leading discussions on dedicated terminals / gateways provided by banks for payment processing.

- Lead the development of clear and comprehensive Business Requirement Documents (BRDs) that capture stakeholder needs, functional requirements, and acceptance criteria.
- Work closely with cross-functional teams, including product development, engineering, design, and QA, to ensure alignment between business requirements and technical solutions.
- Drive the prioritization and roadmap planning process for Fintech products, based on a thorough understanding of market needs, customer feedback, and competitive analysis.
- Facilitate the transition of Fintech products from concept to implementation, including product launch planning, user training, and ongoing support.
- Experience in the change management activities within a structured process framework.
- Designing the strategic approach to managing change and support operations that fall within the domain of change management.
- Evaluating the change impact and organizational readiness to limit potential risk.
- Proven experience working in product management roles within the Fintech industry, with a focus on developing and documenting business requirements for Fintech products and solutions.
- Solid understanding of Agile methodologies and product management best practices, with experience leading Agile development teams and driving iterative product delivery.
- Deep knowledge of Fintech industry trends, technologies, and regulatory requirements, with a passion for staying ahead of the curve and driving innovation.
- Achieve cost rationalization with banks and payment aggregators for various payment modes through pricing negotiations, extracting discrepancies between actual vs agreed MDR, optimizing routing logics for transactions under various industrial segments.
- Ability to configure and deploy payment related technology stack solutions across various form factors considering success rate, commercial terms and operational assurance activities around reconciliation and settlement.
- Create workflow models for analysis of large data through data integration tools such as Alteryx and present information dynamically through visualization tools like Tableau for continuous assessment.
- Experience of negotiating with banks on payment processing terminals dedicated for the organization.
- Understanding of various technology solutions around HR Management Systems and respective tech capabilities such as empanelment of vendors, attendance module and payout
- Experience in migration of technology systems including designing the RFP, selection of vendors, fundamental/technical analysis, commercial negotiations, and alignment with internal teams across legal, risk, finance, compliance, and information security.
- To lead treasury cost enhancement projects around cash management, availing lower cost of financing and foreign exchange risk.
- To perform operational assurance activities through deep dive analysis of purchase orders, invoices, vendor payments to assess fraudulent activities and report to the management.
- To collaborate with developers and subject matter experts to establish and drive the technical delivery, determine project timelines, deliverables, and resources.
- Manage large scale transition projects including technical scoping, resource management, cost optimization, underlying risks, procurement processes and overall project governance.
- Achieve large scale cost reduction in transactional and trade finance charges across various industries.
- Capable of providing payment specific solutions customized to changes in regulatory and industrial space along with defining the implementation approach.
- Act as a coordinator between our organization and various stakeholder to facilitate smooth communications and collaboration between stakeholders, managing expectations, and ensuring smooth integration of systems and processes.
- Ideate and implement tools to safeguard transactions from various threats which may include monitoring financial transactions, ensuring double authentication, payment security, etc. Candidate should have knowledge and be updated on the latest financial tools and security measures, conducting risk assessments, and implementing measures to mitigate risks and ensure the security of financial transactions.
- Manage and optimize the payment gateway system of the company by overseeing the functionality and performance of the payment gateway, ensuring smooth and secure payment processing, and continuously improving the system to meet the evolving needs of the business and customers.
- To authorize and decide on new fintech products to be implemented across the portal.
- Lead and motivate a team, ensuring effective collaboration and achieving departmental goals. This includes providing leadership and guidance to team members, fostering a positive and productive work environment, and managing performance to ensure the team's success.

- To oversee all digital processes and serve as the focal point for all issues and concerns related to portal and if required seek independent advice from third-party consultants/experts in Banking, Legal, IT, IT Security, etc.
- Assume and supervise business operations and all day-to-day responsibilities for projects and tasks ensuring business plan is being executed within budget and given deadlines.

Key Shared Accountabilities

- Collaborate with other department heads and senior leaders to develop and execute strategies that drive overall company growth and success.
- Ensure effective coordination and communication between different teams and departments to ensure seamless operations and alignment with broader company goals.
- Act as a representative of the company in interactions with external stakeholders, including vendors, agencies, and various government organizations, to build and maintain positive relationships and promote the company's interests.

Professional Qualifications:

Essential

- Minimum 11 years of experience in Fintech/Digital Payments/Consulting companies with a proven track record of Team Management
- Strong experience with emerging trends and the disruptive technologies in the payments industry and associations with payment aggregators/banks/technology stack companies within the Fintech industry
- Excellent analytical skills to process vast amount of data through tools such as Alteryx or similar and gathering information for increasing the digital footprint of the platform
- In-depth understanding of business processes, fintech tools, IT tools, payment solutions and fundamentals of eCommerce
- Proficient in financial analysis, budgeting, and forecasting
- Candidate with hands on experience in business development, digital transformation, technology enablement will be preferred.

Desirable Skill Sets

- Experience in working with large e-commerce players, payment aggregation companies, banks and technology service providers.
- Experience in leading success rate enhancement, cost optimization activities in payment domain.
- In-depth knowledge of technology trends and their application in the marketing and finance industry.
- Good understanding of procurement processes and regulations.
- Experience in migration of tools such as CRM, HR Management System, Learning Management System, ERP, etc.
- Experience in leading large team across customer experience
- Familiarity with e-commerce platforms and marketplace models.
- Proven experience in driving business growth and expansion.
- Strong problem-solving and decision-making abilities.
- Excellent communication and interpersonal skills, with the ability to effectively collaborate with internal and external stakeholders.

Education Qualifications:

Essential:

- Graduate in any discipline from a recognised University. B.E. / B.Tech from a recognized institutes/ Universities will be preferred.
- Full time MBA or equivalent degree or /diploma in Marketing/Finance/Business Administration, or a related field is a must.

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 matters.

Application for Chief Manager/ General Manager – Finance (Fintech) 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.

- 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 11 years of experience in Fintech/Digital Payments/Consulting companies with a proven track record of Team Management?
- Do you have experience in financial analysis, budgeting, and forecasting?
- Do you have experience with emerging trends and the disruptive technologies in the payments industry and associations within the Fintech industry?
- Do you have experience working on tools such as Alteryx or similar and gathering information for increasing the digital footprint of the platform?
- Do you have understanding of business processes, fintech tools, IT tools, payment solutions and fundamentals of eCommerce?
- 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.