

Digital India Corporation



Advt. No. DIC/9/(20)/Op/ecom/MoT/SVS/12/20-Part(1)

Digital India Corporation

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Web Advertisement

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Digital India Corporation has been set up by the 'Ministry of Electronics & Information Technology, Government of India', to innovate, develop and deploy ICT and other emerging technologies for the benefit of the common man. It is a 'not for profit' Company under Section 8 of the Companies Act 2013. The Company has been spearheading the Digital India programme of the Government of India, and is involved in promoting use of technology for e-Governance/e-Health / Telemedicine, e-agriculture, e-Payments etc. The Digital India programme promotes safety and security concerns of growing cashless economy and addresses challenges confronting its wider acceptance. It also promotes innovation and evolves models for empowerment of citizens through Digital initiatives and promotes participatory governance and citizen engagement across the government through various platforms including social media.

Digital India Corporation is currently inviting applications for the following positions purely on Contract/ Consolidated basis.

Sr. No.	Name of the Post	No. of Vacancies
1	Senior Manager (eCommerce Operations)	1
2	Manager (Supply Chain)	1
3	Manager (Accounts & Finance)	1
4	Manager (Taxation)	1
5	Manager (Analytics)	1
6	Manager (Legal)	1
7	Manager (Media & Promotion)	1
8	Manager (Marketing)	1
9	Manager (Onboarding & Customer Support)	1
10	Manager (Product Category)	1
11	Senior Executive (Media and Promotion)	4
12	Senior Executive (Onboarding and Seller Support)	10
13	Senior Executive (Product Category)	3
14	Senior Executive (Administration)	2
15	Senior Executive (Legal)	1
16	Senior Executive (GST & Taxation)	1
17	Senior Executive (Supply Chain Management)	4
18	Senior Executive (Customer Support)	2
19	Senior Executive (Accounts and Finance)	2
20	Senior Executive (Marketing)	3

** The place of posting shall be in New Delhi but transferable to project locations of Digital India Corporation as per existing policy of Digital India Corporation.

Screening of applications will be based on qualifications, age, academic record and relevant experience. Digital India Corporation reserves the right to fix higher threshold of qualifications and experience for screening and limiting the number of candidates for interview. Only shortlisted candidates shall be invited for selection interviews. Digital India Corporation reserves the right to not to select any of the candidates without assigning any reason thereof.

The details can be downloaded from the official website of DIC, NeGD, MyGov, & MeitY viz. **www.dic.gov.in**, **www.negd.gov.in**, **www.mygov.in**, & **www.meity.gov.in**

Eligible candidates may apply ONLINE: <https://ora.digitalindiacorporation.in/>



1. Job Description for the Post of Senior Manager (eCommerce Operations)

Job Title: Senior Manager (eCommerce Operations)		Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- **Master's degree in business administration, operations management, or a related field with 10+ years of experience in management of eCommerce operations.**

Roles & Responsibilities:

- Develop and implement strategies to improve the efficiency and effectiveness of the eCommerce portal's operations.
- Manage a team of operations professionals to ensure that the portal is functioning at maximum capacity and is meeting customer needs.
- Collaborate with other departments, such as marketing, sales, and IT, to ensure that the eCommerce portal's operations are aligned with the company's overall goals and objectives.
- Monitor the eCommerce portal's operations and make data-driven decisions to improve efficiency and customer satisfaction.
- Ensure that the portal's operations are compliant with industry standards and regulations.
- Continuously research and stay up-to-date on the latest eCommerce operations trends and technologies.
- Develop and maintain strong relationships with external partners, such as fulfillment centers and shipping carriers.
- Manage the portal's inventory and logistics to ensure that orders are fulfilled on time and accurately.
- Develop and implement strategies to reduce order processing and delivery times.
- Manage the portal's budget and resources to ensure that operations are running efficiently.
- Develop and maintain documentation for the eCommerce portal's operations processes and procedures.
- Work with the customer service team to ensure that the eCommerce portal's operations support is effective and efficient.

Required Skill Set:

- Strong understanding of eCommerce operations processes and technologies, such as order management systems, warehouse management systems, and shipping carriers.
- Experience in project management, budgeting, and resource management.
- Excellent communication and interpersonal skills.
- Strong problem-solving and analytical skills.
- Ability to work effectively in a team environment.
- Understanding of logistics and supply chain management.
- Understanding of security and compliance requirements for eCommerce portals.
- Knowledge of data analytics tools and techniques.

Desirable Skill Set:

- Experience working with global eCommerce portals.
- Knowledge of agile development methodologies.
- Experience with Lean Six Sigma or other process improvement methodologies.
- Experience with vendor management and contract negotiations.
- Knowledge of customer experience design and measurement techniques



2. Job Description for the Post of Manager (Supply Chain)

Job Title:	Manager (Supply Chain)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree with 6+ years of experience in eCommerce Business, supply chain management, logistics etc
- Candidate having MBA or PG Diploma in Supply Chain or related field would be given preference

Roles & Responsibilities:

- Develop and implement supply chain strategies that ensure timely and cost-effective delivery of products to customers.
- Manage the end-to-end supply chain process, including procurement, transportation, warehousing, and distribution.
- Monitor inventory levels and manage demand forecasting and planning to ensure adequate stock levels.
- Manage relationships with suppliers and logistics service providers, including negotiating contracts and managing performance.
- Analyze supply chain data and metrics to identify areas for improvement and implement process improvements.
- Work closely with cross-functional teams, including sales, marketing, and operations, to ensure that supply chain considerations are integrated into all aspects of e-commerce operations.
- Ensure compliance with all applicable laws and regulations related to supply chain and logistics.
- Manage the logistics budget and identify cost-saving opportunities.
- Develop and implement risk management strategies to mitigate supply chain disruptions.

Required Skill Set:

- Strong knowledge of supply chain management and logistics principles and practices.
- Excellent analytical and problem-solving skills.
- Ability to work collaboratively with cross-functional teams.
- Strong project management skills.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

Desirable Skill Set:

- Experience working in the e-commerce industry.
- Familiarity with international supply chain and logistics laws and regulations.
- Experience with demand forecasting and planning.
- Knowledge of emerging supply chain technologies, such as blockchain and artificial intelligence.



3. Job Description for the Post of Manager (Accounts & Finance)

Job Title:	Manager (Accounts & Finance)	Job Category:	Contract Basis – Consolidated Salary
Project	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree in Finance or Accounting with 6+ years of experience in accounting and/or financial analysis
- Candidate having MBA or PG Diploma in Finance or related field would be given preference

Roles & Responsibilities:

- Oversee financial operations for the e-commerce portal, including budgeting, forecasting, and financial reporting.
- Develop and implement financial policies and procedures to ensure compliance with regulatory requirements and best practices.
- Analyze financial data and make recommendations for cost savings and process improvements.
- Manage the accounts payable and receivable processes.
- Oversee payroll and benefits administration.
- Manage relationships with financial institutions and vendors.
- Prepare financial reports and presentations for senior management.
- Ensure that financial records are accurate and up-to-date.
- Provide guidance and training to finance and accounting staff.

Required Skill Set:

- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to work under pressure and meet deadlines.
- Strong leadership and management skills.
- Proficiency in financial management software and Microsoft Office.
- Knowledge of regulatory and compliance requirements.

Desirable Skill Set:

- Experience in the e-commerce industry.
- Knowledge of data analysis and data-driven decision making.
- Experience in managing remote teams.
- Familiarity with agile methodology



4. Job Description for the Post of Manager (Taxation)

Job Title:	Manager (Taxation)	Job Category:	Contract Basis – Consolidated Salary
Project	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree in Taxation, Law, Finance or Accounting with 6+ years of experience in Taxation (esp. GST and other related taxes)
- Candidate having Master's Degree in Taxation, Law, Finance or Accounting or related field or CA would be given preference

Roles & Responsibilities:

- Oversee the taxation operations of the e-commerce portal.
- Develop and implement tax strategies to optimize tax efficiency and compliance.
- Ensure that the portal complies with all relevant tax laws and regulations.
- Manage relationships with external tax advisors and other tax service providers.
- Provide tax advice and support to other departments and senior management.
- Manage tax audits and other tax-related matters.
- Conduct research and analysis on tax issues and stay up-to-date on changes in tax laws and regulations that may impact the portal.
- Participate in cross-functional teams to support the development and launch of new products and services

Required Skill Set:

- Strong knowledge of tax laws and regulations related to e-commerce.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with cross-functional teams.
- Strong project management skills.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

Desirable Skill Set:

- Experience working in the e-commerce industry.
- Knowledge of international taxation.
- Experience managing relationships with external tax advisors.
- Experience with tax compliance software



5. Job Description for the Post of Manager (*Analytics*)

Job Title:	Manager (<i>Analytics</i>)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree in Mathematics, Statistics, Computer Science, Economics, or related field with 6+ years of experience in analytics, preferably in the e-commerce industry.
- Candidate having MBA or PG Diploma in Analytics or related field would be given preference

Roles & Responsibilities:

- Develop and implement analytics strategies that support the e-commerce portal's business objectives.
- Collaborate with other departments to identify business problems and opportunities for improvement, and develop analytical solutions to address them.
- Lead a team of data analysts and data scientists to deliver data-driven insights and recommendations that drive business decisions.
- Design, develop, and maintain data models, databases, and data systems that support the e-commerce portal's analytics needs.
- Develop and maintain dashboards and reports that provide insights into key performance metrics and trends.
- Work with stakeholders to define and track key performance indicators (KPIs) that measure the success of the e-commerce portal.
- Ensure data accuracy, completeness, and consistency across all analytics systems and tools.
- Stay up-to-date with the latest analytics tools, techniques, and trends, and recommend new tools and approaches that can improve the e-commerce portal's analytics capabilities.
- Communicate complex analytical findings to non-technical stakeholders in a clear and concise manner.
- Manage relationships with external vendors and partners that provide analytics-related services to the e-commerce portal.

Required Skill Set:

- Strong analytical and problem-solving skills.
- Proficiency in statistical analysis, data modeling, and data visualization.
- Proficiency in SQL and at least one programming language (e.g., Python, R).
- Experience with data visualization tools (e.g., Tableau, Power BI).
- Excellent communication and presentation skills.
- Ability to lead a team and manage projects effectively

Desirable Skill Set:

- Knowledge of e-commerce industry trends and best practices.
- Familiarity with big data technologies (e.g., Hadoop, Spark).
- Experience with machine learning and predictive analytics.
- Familiarity with cloud-based analytics platforms.



6. Job Description for the Manager (Legal)

Job Title:	Manager (Legal)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree in Law with 6+ years of experience in corporate law or e-commerce law, with a focus on e-commerce operations.
- Candidate having MBA or PG Diploma in Analytics or related field would be given preference

Roles & Responsibilities:

- Develop and implement legal strategies that support the e-commerce portal's business objectives.
- Ensure compliance with all applicable laws and regulations related to e-commerce operations, including consumer protection, privacy, data security, and intellectual property.
- Draft and negotiate contracts with vendors, partners, and customers.
- Advise on legal issues related to product development, marketing, and advertising.
- Manage disputes and litigation related to e-commerce operations, including negotiations, settlements, and litigation support.
- Monitor legal and regulatory developments related to e-commerce operations and advise on their potential impact on the e-commerce portal.
- Collaborate with cross-functional teams, including technology, marketing, and finance, to ensure that legal considerations are integrated into all aspects of e-commerce operations.
- Develop and implement policies and procedures that ensure compliance with legal requirements and best practices.
- Manage relationships with external counsel and other legal service providers.

Required Skill Set:

- Strong knowledge of e-commerce law and related legal areas, including consumer protection, privacy, data security, and intellectual property.
- Excellent drafting, negotiation, and communication skills.
- Ability to work collaboratively with cross-functional teams.
- Strong project management skills. Ability to work independently and manage multiple priorities in a fast-paced environment.

Desired Skill Set:

- Experience working in the e-commerce industry.
- Familiarity with international e-commerce regulations and standards.
- Experience managing legal issues related to product development, marketing, and advertising.
- Familiarity with legal issues related to emerging technologies, such as artificial intelligence and blockchain.



7. Job Description for the Post of Manager (Media & Promotion)

Job Title:	Manager (Media & Promotion)	Job Category:	Contract Basis – Consolidated Salary
Salary:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree in Marketing, Advertising, Communications, or a related field with 6+ years of experience in product management or category management, with a focus on e-commerce operations.
- Candidate having MBA or PG Diploma in Business Management or related field would be given preference

Roles & Responsibilities:

- Develop and implement a comprehensive product category strategy that aligns with the company's overall business objectives.
- Conduct market research and analysis to identify trends, customer needs, and product opportunities.
- Develop and maintain a product roadmap and work with cross-functional teams to prioritize product development and launch.
- Manage the product category P&L, including forecasting and budgeting, to ensure revenue and profit targets are met.
- Collaborate with cross-functional teams, including marketing and supply chain, to ensure that product initiatives are aligned with overall business objectives.
- Monitor product performance, including sales and customer feedback, and make recommendations for product improvements or changes.
- Stay up-to-date with industry trends and emerging technologies in the e-commerce industry.
- Ensure compliance with all applicable laws and regulations related to product management.

Required Skill Set:

- Strong knowledge of product management principles and practices.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with cross-functional teams.
- Strong project management skills.
- Ability to work independently and manage multiple priorities in a fast-paced environment

Desirable Skill Set:

- Experience working in the e-commerce industry.
- Familiarity with product management tools and software.
- Knowledge of emerging e-commerce technologies, such as personalization and AI.
- Experience with product data analysis and reporting



8. Job Description for the Post of Manager (Marketing)

Job Title:	Manager (Marketing)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree with 6+ years of experience in marketing with a focus on e-commerce operations.
- Candidate having MBA or PG Diploma in Marketing, Advertising or related field would be given preference

Roles & Responsibilities:

- Develop and implement a comprehensive marketing strategy that aligns with the company's overall business objectives.
- Develop and manage the marketing budget to ensure that marketing initiatives are cost-effective and aligned with revenue and profit targets.
- Develop and execute marketing campaigns across various channels, including email, social media, search engines, and affiliate marketing.
- Develop and manage relationships with marketing partners and affiliates to expand the company's reach and drive customer acquisition.
- Analyze marketing campaign performance and make data-driven recommendations for campaign optimization.
- Develop and maintain brand guidelines to ensure consistent messaging across all marketing channels.
- Collaborate with cross-functional teams, including product, technology, and customer service, to ensure that marketing initiatives are aligned with overall business objectives.
- Stay up-to-date with industry trends and emerging technologies in the e-commerce industry.

Required Skill Set:

- Strong knowledge of digital marketing principles and practices.
- Excellent communication and interpersonal skills.
- Ability to work collaboratively with cross-functional teams.
- Strong project management skills.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

Desirable Skill Set:

- Experience working in the e-commerce industry.
- Familiarity with marketing automation and CRM tools.
- Knowledge of emerging e-commerce technologies, such as personalization and AI.
- Experience with data analysis and reporting.



9. Job Description for the Post of Manager (Onboarding & Customer Support)

Job Title:	Manager (Onboarding & Customer Support)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree with 6+ years of experience in Onboarding & Customer Support with a focus on e-commerce operations.
- Candidate having MBA or PG Diploma in Marketing, Advertising or related field would be given preference

Roles & Responsibilities:

- Develop and implement strategies to improve the onboarding process for new eCommerce customers.
- Manage a team of customer support professionals to ensure that all customer inquiries and issues are resolved in a timely and efficient manner.
- Collaborate with other departments, such as marketing and sales, to ensure that the onboarding and customer support processes are aligned with the company's overall goals and objectives.
- Develop and maintain strong relationships with external partners, such as payment processors and shipping carriers.
- Continuously research and stay up-to-date on the latest customer support trends and technologies.
- Develop and maintain documentation for the onboarding and customer support processes and procedures.
- Manage the budget and resources for the onboarding and customer support teams.
- Develop and implement training programs for new customer support professionals.
- Develop and implement strategies to improve customer satisfaction and reduce churn.
- Monitor customer feedback and make data-driven decisions to improve the onboarding and customer support processes.
- Ensure that the onboarding and customer support processes are compliant with industry standards and regulations.
- Work with the product development team to identify and resolve product issues that impact customer satisfaction.
- Ensure that the onboarding and customer support teams are meeting performance metrics, such as response time and customer satisfaction ratings.

Required Skill Set:

- Strong understanding of customer support processes and technologies, such as ticketing systems and customer relationship management (CRM) software.
- Experience in project management, budgeting, and resource management.
- Excellent communication and interpersonal skills.
- Strong problem-solving and analytical skills.
- Ability to work effectively in a team environment.
- Understanding of customer experience design and measurement techniques.
- Knowledge of data analytics tools and techniques.

Desirable Skill Set:

- Experience working in the e-commerce industry.
- Familiarity with marketing automation and CRM tools.
- Experience with vendor management and contract negotiations.



10. Job Description for the Post of Manager (Product Category)

Job Title:	Manager (Product Category)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- Bachelor's degree with 6+ years of experience in product management, merchandising or category management in e-commerce or retail.
- Candidate having MBA or PG Diploma in business administration or related field would be given preference

Roles & Responsibilities:

- Develop and implement category strategies and plans to achieve business goals and objectives.
- Monitor category performance and identify areas for improvement.
- Conduct market research to identify emerging trends, consumer needs, and potential growth opportunities.
- Work closely with cross-functional teams such as marketing, merchandising, and operations to ensure that product launches are executed seamlessly.
- Collaborate with vendors and suppliers to ensure that the product assortment meets the needs of our customers.
- Ensure that the category meets or exceeds financial targets.
- Manage and lead a team of category specialists.

Required Skill Set:

- Strong analytical skills and ability to interpret data.
- Excellent communication, interpersonal and organizational skills.
- Strong leadership and people management skills.
- Knowledge of e-commerce platforms and trends.
- Understanding of digital marketing and SEO

Desirable Skill Set:

- Ability to work in a fast-paced environment and prioritize multiple tasks
- Familiarity with marketing automation and CRM tools.
- Experience with vendor management and contract negotiations.



11. Job Description for the Post of Senior Executive (Media and Promotion)

Job Title:	Senior Executive (Media and Promotion)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience)	No. of Post:	04

Qualification & Experience:

- **Bachelor's degree in Marketing, Communications, Business Administration, or related field with 2+ years of experience in digital marketing, social media management, and brand management.**

Roles & Responsibilities:

- Develop and execute digital marketing campaigns to drive traffic, engagement, and revenue for the ecommerce portal.
- Develop and execute social media strategies to build brand awareness, engagement, and customer loyalty.
- Manage and execute email marketing campaigns, including developing content, segmenting audiences, and analyzing results.
- Stay up-to-date with digital marketing trends and best practices.
- Work with creative teams to develop engaging content and assets for marketing campaigns.
- Conduct market research and analysis to identify emerging trends and opportunities in the ecommerce industry.
- Collaborate with cross-functional teams to ensure alignment and integration of marketing initiatives with business objectives.
- Monitor and analyze campaign performance metrics and provide regular reports and insights to senior management

Required Skill Set:

- Knowledge of digital marketing channels, including SEM, SEO, SMM, email marketing, and online advertising.
- Knowledge of social media platforms and best practices for engagement and growth.
- Excellent communication, presentation, and interpersonal skills.
- Strong analytical and problem-solving skills.
- Ability to work independently and as part of a team in a fast-paced environment.
- Proficiency in using marketing tools
- Experience in ecommerce and influencer marketing.
- Experience in managing and analyzing data to inform marketing decisions.
- Project management skills and creative and innovative thinking.



12. Job Description for the Post of Senior Executive (Onboarding and Seller Support)

Job Title:	Senior Executive (Onboarding and Seller Support)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	10

Qualification & Experience:

- Bachelor's degree with 2+ years of experience in onboarding, training of sellers and artisans support in an ecommerce environment

Roles & Responsibilities:

- Manage the onboarding process for new sellers on the ecommerce platform, ensuring a seamless experience
- Develop and implement strategies to improve seller support operations, including response times and issue resolution
- Train and manage sellers as well as team of customer support representatives to provide high-quality service to buyers and sellers
- Monitor seller and customer feedback and analytics to identify areas for improvement and implement changes accordingly
- Work closely with other departments, such as marketing and product, to ensure a cohesive and effective customer experience

Required Skill Set:

- Strong communication and interpersonal skills
- Ability to manage and motivate a team
- Excellent problem-solving and decision-making skills
- Knowledge of customer service best practices and tools
- Familiarity with data analytics and reporting
- Experience with ecommerce platforms
- Knowledge of CRM software
- Proficiency in multiple languages



13. Job Description for the Post of Senior Executive (Product Category)

Job Title:	Senior Executive (Product Category)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	03

Qualification & Experience:

- Bachelor's degree in **Business Administration or related field with 2+ years of experience in managing product categories in an e-commerce environment.**

Roles & Responsibilities:

- Manage the day-to-day operations of the product category.
- Develop and implement strategies to optimize operational efficiency, reduce costs, and improve customer experience.
- Develop and maintain relationships with vendors and suppliers to ensure timely delivery of products.
- Manage the inventory levels of the product category, ensuring that stock levels are sufficient to meet demand.
- Conduct market research to identify new product opportunities and trends.
- Analyze sales data to monitor the performance of the product category and make recommendations for improvement.
- Lead a team of operations personnel to ensure that all operational activities are performed to a high standard.
- Collaborate with other departments, such as marketing, finance, and customer service, to ensure that all operational activities are aligned with overall company objectives.

Required Skill Set:

- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- Strong organizational and project management skills.
- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint).
- Knowledge of e-commerce platforms and marketplaces
- Experience with data analysis tools



14. Job Description for the Post of Senior Executive (Administration)

Job Title:	Senior Executive (Administration)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	02

Qualification & Experience:

- **Bachelor's degree with 4+ years of experience in operations management and administration in large office set-up**

Roles & Responsibilities:

- Manage the day-to-day administrative issues of operations and office work.
- Oversee the management of facilities, including office space and equipment.
- Manage procurement activities, including vendor selection and contract negotiation.
- Develop and maintain relationships with vendors and suppliers to ensure timely delivery of goods and services.
- Oversee the management of human resources, including recruitment, training, and performance management.
- Ensure compliance with all relevant laws and regulations.
- Collaborate with other departments, such as finance, marketing, and operations, to ensure that all administrative activities are aligned with overall company objectives.

Required Skill Set:

- Knowledge of GFR and other Government process for procurement, Bidding, administration and administrative matters
- Strong organizational and project management skills.
- Excellent communication and interpersonal skills.
- Proficient in Microsoft Office Suite (Excel, Word, PowerPoint).
- Knowledge of procurement and vendor management.
- Knowledge of human resources management.
- Experience with administration operations in an e-commerce environment.
- Experience with contract negotiation.



15. Job Description for the Post of Senior Executive (Legal)

Job Title:	Senior Executive (Legal)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- **Bachelor's degree in Law with 2+ years of experience in experience in ecommerce or technology-related legal matters.**

Roles & Responsibilities:

- Ensure legal compliance of the company's ecommerce portal with applicable laws and regulations.
- Draft and review contracts, agreements, terms and conditions, privacy policies, and other legal documents related to the ecommerce portal.
- Negotiate contracts with vendors, suppliers, and other third-party service providers.
- Manage disputes and litigation related to the ecommerce portal, including negotiating settlements and preparing legal briefs and arguments.
- Protect the company's intellectual property rights, including trademarks, copyrights, and patents.
- Advise the business teams on legal matters related to ecommerce, including consumer protection laws, data protection laws, and payment processing regulations.
- Collaborate with cross-functional teams to ensure that the ecommerce portal is compliant with legal and regulatory requirements.
- Stay up-to-date with changes in laws and regulations related to ecommerce, and communicate any changes to the business teams.
- Provide legal support for mergers and acquisitions related to the ecommerce portal.
- Manage relationships with external legal counsel and ensure that legal services are delivered efficiently and cost-effectively.
- Develop and maintain legal policies and procedures for the ecommerce portal.

Required Skill Set:

- Excellent knowledge of laws and regulations related to ecommerce, including consumer protection laws, data protection laws, and payment processing regulations.
- Strong drafting and negotiation skills for contracts and agreements.
- Experience in managing disputes and litigation related to ecommerce or technology.
- Strong problem-solving and analytical skills.
- Ability to work independently and manage multiple projects simultaneously.
- Excellent communication and interpersonal skills.
- Strong attention to detail and accuracy.
- Ability to work effectively in a team environment.
- Knowledge of international ecommerce laws and regulations.
- Familiarity with open-source software licenses and software-related legal matters.
- Experience in managing legal issues related to intellectual property rights.
- Experience with contract negotiation.



16. Job Description for the Post of Senior Executive (GST & Taxation)

Job Title:	Senior Executive (GST & Taxation)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	01

Qualification & Experience:

- **Bachelor's degree in Commerce or Law with 2+ years of experience in GST, taxation, preferably in a corporate / eCommerce environment.**

Roles & Responsibilities:

- Develop and implement tax strategies to minimize tax liability and ensure compliance with tax laws and regulations
- Prepare and file tax returns (income tax, GST, TDS, etc.) accurately and timely
- Coordinate with external tax consultants and authorities for tax audits, assessments, appeals, and other tax-related matters
- Ensure timely payment of taxes and maintain records of tax payments, deductions, and refunds
- Keep up-to-date with changes in tax laws and regulations and communicate the impact to relevant stakeholders
- Provide tax advice and guidance to the organization on business transactions, investments, and other activities
- Assist in tax planning and budgeting activities
- Review and manage tax provisions and reconciliations
- Participate in the development and implementation of accounting policies and procedures related to taxation

Required Skill Set:

- In-depth knowledge of tax laws and regulations
- Strong analytical, problem-solving, and decision-making skills
- Excellent communication and interpersonal skills
- Ability to work independently and in a team environment
- Proficiency in MS Office and accounting software
- CPA or other relevant certification preferred
- Knowledge of ecommerce laws and regulations.
- Familiarity with GST, TDS, Income Tax etc



17. Job Description for the Post of Senior Executive (Supply Chain Management)

Job Title:	Senior Executive (Supply Chain Management)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	04

Qualification & Experience:

- **Bachelor's degree with 2+ years of experience managing Supply Chain Management in eCommerce environment.**

Roles & Responsibilities:

- Develop and implement supply chain strategies to optimize efficiency, reduce costs, and improve customer satisfaction
- Manage procurement activities, including sourcing, vendor selection, negotiation, and contract management
- Oversee logistics operations, including transportation, warehousing, and distribution, to ensure timely and cost-effective delivery of products to customers
- Develop and maintain inventory management policies and procedures to optimize inventory levels and reduce stockouts and overstocks
- Monitor and analyze supply chain performance metrics, and develop action plans to improve performance and mitigate risks
- Collaborate with cross-functional teams to ensure timely and accurate order fulfillment and delivery, and resolve any supply chain issues that arise
- Develop and maintain relationships with suppliers and logistics service providers to ensure reliable and cost-effective supply chain operations

Required Skill Set:

- In-depth knowledge of supply chain management principles, logistics operations, and inventory management
- Strong analytical, problem-solving, and decision-making skills
- Excellent communication and interpersonal skills
- Ability to work independently and in a team environment
- Proficiency in supply chain management software and tools



18. Job Description for the Post of Senior Executive (Customer Support)

Job Title:	Senior Executive (Customer Support)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	02

Qualification & Experience:

- **Bachelor's degree with 2+ years of experience Customer Support Management in eCommerce environment.**

Roles & Responsibilities:

- Manage and train a team of customer support representatives to provide excellent customer service through multiple channels, including phone, email, and chat
- Develop and maintain customer service policies and procedures to ensure consistent and high-quality customer service
- Monitor customer satisfaction metrics, and develop action plans to improve customer satisfaction
- Collaborate with cross-functional teams to resolve customer issues and complaints, and ensure timely and accurate resolution
- Develop and maintain relationships with customers, and identify opportunities to enhance customer engagement and loyalty
- Monitor customer feedback and reviews, and develop action plans to improve product and service quality
- Develop and maintain customer support analytics and reporting, and provide regular reports to senior management

Required Skill Set:

- In-depth knowledge of customer service principles and practices, and experience managing a customer support team
- Excellent communication and interpersonal skills, with the ability to communicate effectively with customers, team members, and senior management
- Strong problem-solving and decision-making skills
- Proficiency in customer support software and tools
- Ability to work independently and in a team environment
- Experience with CRM systems preferred



19. Job Description for the Post of Senior Executive (Accounts and Finance)

Job Title:	Senior Executive (Accounts and Finance)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	02

Qualification & Experience:

- **Bachelor's degree in Commerce or Finance with 2+ years of experience in Accounting and Finance in a corporate / eCommerce environment.**

Roles & Responsibilities:

- Oversee and manage all aspects of accounting and financial operations including accounts payable, accounts receivable, general ledger, payroll, tax compliance, and financial reporting
- Manage month-end and year-end closing processes, prepare financial statements, and provide financial analysis to support business decision-making
- Develop and implement financial policies and procedures to ensure compliance with accounting principles and company standards
- Work closely with cross-functional teams to support budgeting, forecasting, and financial planning processes
- Provide timely and accurate financial reports to senior management and other stakeholders
- Ensure timely and accurate payment of invoices and expenses, and manage cash flow to support business operations
- Review and reconcile bank statements, balance sheet accounts, and other financial records
- Manage relationships with external auditors, tax consultants, and other financial service providers

Required Skill Set:

- Strong knowledge of accounting principles and financial analysis
- Experience with ERP systems, accounting software, and other financial tools
- Excellent communication, leadership, and interpersonal skills
- Ability to work independently and in a team environment
- Strong problem-solving and decision-making skills



20. Job Description for the Post of Senior Executive (Marketing)

Job Title:	Senior Executive (Marketing)	Job Category:	Contract Basis – Consolidated Salary
Project:	Development and Deployment of Ecommerce Portal for Ministry of Textiles	Travel Required:	Yes
Location:	New Delhi	Position Type:	Full Time
*Salary:	Commensurate with Qualifications, skills and experience	No. of Post:	03

Qualification & Experience:

- **Bachelor's degree in Commerce or Finance with 2+ years of experience in marketing in eCommerce environment.**

Roles & Responsibilities:

- Develop and execute marketing strategies to meet business goals and objectives
- Manage marketing campaigns across multiple channels, including social media, email, and print.
- Analyze market trends and customer insights to identify new marketing opportunities.
- Collaborate with cross-functional teams, including sales, product development, and creative, to develop marketing plans.
- Manage the development of marketing materials, including website content, brochures, and presentations.
- Analyze the effectiveness of marketing initiatives and report on key metrics.

Required Skill Set:

- Excellent communication and interpersonal skills.
- Strong project management and organizational skills.
- Proficient in marketing software and techniques, including social media advertising, email marketing, and SEO.
- Experience in developing and executing successful marketing campaigns.

Digital India Corporation



General Conditions applicable to all applicants covered under this advertisement

1. Those candidates, who are already in regular or contractual employment under Central / State Government, Public Sector Undertakings or Autonomous Bodies, are expected to apply through proper channel or attach a 'No Objection Certificate' from the employer concerned with the application OR produce No Objection Certificate at the time of interview.
2. Digital India Corporation reserves the right to fill all or some or none of the positions advertised without assigning any reason as it deems fit.
3. The positions are purely temporary in nature for the project of Digital India Corporation and the appointees shall not derive any right or claim for permanent appointment at Digital India Corporation or on any vacancies existing or that shall be advertised for recruitment by Digital India Corporation in future.
4. Digital India Corporation reserves the right to terminate the appointments of all positions with a notice of one month or without any notice by paying one month's salary in lieu of the notice period.
5. The maximum age shall be as on the last date of receipt of the applications. Screening of applications will be based on qualifications, age academic record and relevant experience.
6. In case of a query, the following officer may be contacted

Ms. Vinaya Viswanathan
Head- HR
Digital India Corporation
Electronics Niketan Annexe,
6 CGO, Complex Lodhi Road,
New Delhi – 110003
Phone No. 011-24303500, 24360199