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| **JOB DETAILS** | |
| Position Title | **Head Commercial Operations** |
| Reports to: | **Director, FSID** |
| Department | Commercial Operations |
| Function | Procurement & Billing |

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| **JOB PURPOSE** |
| Contribute to the creation and implementation and running operations of the commercial operations at FSID. This will comprise both the procurement function and billing functions at FSID. |

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| **RESPONSIBILITES** |
| The Head Commercial Operations, shall be responsible for leading the procurement, billing and other commercial activities undertaken by FSID. This is to ensure that FSID has a timely and cost effective commercial operations leading to procurement of high quality goods and services and an effective billing system leading to satisfied customers for the various FSID programs from a commercial perspective. In this role, the Head Commercial Operations, will support the Company’s goals by ensuring that the researchers, staff and various divisions at FSID, have the necessary materials, equipment, and services to carry out their work effectively and efficiently and the various divisions of FSID is able to provide a seamless and smooth billing experience when procuring goods or services from FSID. |

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| The key areas of responsibility are:   1. ***Strategic Planning:***    1. Develop and implement comprehensive commercial strategies aligned with overall business objectives in the areas of:       1. Procurement       2. Billing       3. Digitization of the procurement and billing functions and integrating with the accounting system. 2. ***Technical knowhow:***    1. Develop and maintain strong market knowledge for current scientific trends, vendor capabilities and changes within the scientific landscape related to equipment suppliers, laboratory suppliers, IT solution providers, and other goods and services vendors.    2. Apply advanced sourcing methodologies to prepare, develop, and establish procurement strategies/contracts through consultation with the PIs, project teams and departmental end-users.    3. Awareness of IP rights to avoid procuring infringing items and ensuring compliance with funding requirements.    4. Exposure to customs regulations, classifications, clearance requirements and liaison with the clearing agent to ensure that goods clear ports without disruption or delay at minimal costs.    5. Hands on experience in handling procurement activities as mandated by the General Financial Rules published by Government of India, Ministry of Finance, Department of Expenditure and the related digital portals like GEMs, CPP, DGFT Portal, etc.    6. Experience in handling billing functions and familiarity with GST, TDS and other provisions relevant to generation of invoices for goods and services being delivered to FSID’s customers. 3. ***Cost and Revenue Optimization:*** Monitor and analyse revenue metrics to identify areas for improvement, optimizing pricing, costing and pricing strategies at FSID while ensuring they align with the strategic objectives of FSID. 4. ***Vendor relationship management:***    1. Research and identify qualified vendors who can provide the required goods and services at competitive prices    2. Manage relationships with suppliers and select and develop new suppliers.    3. Identify and mitigate potential risks associated with procurement, such as supply chain disruptions, product quality issues, or vendor performance problems. 5. ***Budget analysis and management:***    1. Working with PIs to analyze historical procurement data and understand upcoming research needs to create realistic budget forecasts.    2. Monitor and control procurement budgets to ensure spending aligns with the organization’s financial goals.    3. Establish key performance indicators (KPIs) to measure the effectiveness of procurement activities.    4. Prepare and present regular reports on procurement performance to senior management. 6. ***Policy development and management:***    1. Identify the needs of the institution and areas where policies are required to standardize procurement and billing processes.    2. Ensure all procurement and billing activities strictly follow FSID’s procurement policy and procedures and other related established procedures of the Company.    3. Clearly communicate procurement policies and billing policies and procedures to all relevant internal and external stakeholders. 7. ***Commercial management:***    1. Prepare and manage Requests for Proposals (RFPs) or Requests for Quotes (RFQs) to solicit bids from potential suppliers. Assess bids based on criteria such as price, quality, delivery terms, and supplier reliability.    2. Engage in effective and professional communication with suppliers to negotiate terms that are favorable to the organization.    3. Collaborately work with various divisions at FSID to submit bids and quotations for goods and services delivered by FSID. 8. ***Team Leadership:*** Lead and develop a high-performing commercial operations team, including program managers, account executives, and project staff. 9. ***Cross-Functional Collaboration:*** Work closely with external stakeholders like Government Departments, Vendors, Customers, Statutory Bodies and internal stakeholders like Division heads, PIs, Program Leads, Accounts, and legal teams, IT Ops, facilities etc., to ensure alignment and smooth operational execution. 10. **Process Improvement:** Identify opportunities to streamline commercial operations, implement new technologies, and optimize workflows. |
| **MINIMUM QUALIFICATION & EXPERIENCE** |
| * Bachelor degree / Masters or Engineering degree (preferably) in Supply Chain and Management Business Administration. * 15+ years’ experience in handling the procurement function of an organization with turnover of around Rs. 150 crores or more. * Exposure to procurement and billing functions of a scientific research institution would be an added qualification. * Knowledge of handling customs clearances and dealing with freight forwarding agents. * Knowledge of GST and TDS processes * Knowledge of government tendering process is desirable * Proficiency in procurement software and IT tools such as Tally, SAP, Zoho, MS Office suite etc. * Exposure to capital equipment purchases and consumable purchases. * Effective communication and collaboration skills. * Ability to work in a team environment and interact with diverse stakeholders. * Good understanding of and exposure to digital systems required to handle the procurement and billing processes and related compliance. |

Interested candidates are requested to submit their updated CV to **hr.sid@fsid-iisc.in** with the subject **“Application for Head Commercial Operations”**, by end of day of 31st March 2025.