



## SECURITIES AND EXCHANGE BOARD OF INDIA

### **Recruitment of Officer Grade B (General Stream and Information Technology)** **– On Contract (amended)**

Securities and Exchange Board of India (SEBI), is a statutory regulatory body established by an Act of Parliament, to protect the interests of investors in securities, to promote the development of and to regulate the securities market. SEBI invites applications from Indian citizens for the following post. **SEBI reserves the right to fill up the post or not to fill up the post at all.**

#### **I. VACANCIES:**

##### **A. Officer Information Technology (Grade B) – On Contract**

**No. of Posts:** 02 (Two)

**The Officers shall broadly have the following roles:**

- i. Designing and maintaining website.
- ii. Handle content development of the website and ensure regular updation.
- iii. Develop and manage communication programmes and campaigns.
- iv. Keeping track on various social network sites, blogs etc for organization related information

##### **Educational Qualification and Experience as on 31/01/12:**

1. The qualifications for the Post of Officers-I.T is First class graduate with 60% marks (55% for SC/ST/PWD) in engineering (Information technology/ Computer Science)/ Masters in Computer Application with 55% marks (50% for SC/ST/PWD)/ First class graduate in any discipline with post graduate qualification (minimum 2 years duration) in Computers/ Information Technology.

2. Candidate must have experience of two to three years in web designing, content development, etc. The Candidate would be required to submit the experience certificate from his/her previous employer(s).

##### **3. Key Skills –**

- i. Knowledge of media, how it operates, and what types of media to use for different purposes.
- ii. The ability to simplify complex information and communicate it to different groups.
- iii. Excellent communication, research, writing, editing and presentation skills.
- iv. Knowledge of different web design and print methods and should ensure easy viewing, friendliness and richness in content.
- v. Able to measure and evaluate the content of the website.
- vi. Familiar with social media like twitter, blogs etc. and should have the capacity to track comments.

##### **B. Officer General Stream (Grade B) – On Contract**

**No. of Posts:** 01 (One)

**The Officer shall broadly have the following roles:**

- i. Day to day management and problem solving of the call center related operations.
- ii. Would be required to deliver performance from the assigned group of outsourced staff, strive for continuous improvement of

processes, monitor performance and team management.

**Educational Qualification and Experience as on 31/01/12:**

1. MBA/ Post Graduate Degree in Management/ Post Graduate Diploma in Management/ Masters Degree in Economics/ Commerce/ with 55% marks (50% for SC/ST/PWD).
2. Candidate must have experience of two to three years in managing a team in Call Center. The Candidate would be required to submit the experience certificate from his/her previous employer(s).
3. Candidate having degree of MBA with Knowledge of IT will be preferred.
4. **Key Skills –**
  - i. Knowledge of call center telephony and technology.
  - ii. Oversee daily operations of the call center and improve the overall quality of customer service.
  - iii. Monitor daily call center statistics to meet service level requirements.
  - iv. Knowledge of customer service principles and practices.
  - v. Familiarity with bench marking and evaluating the help line in comparison with others.
  - vi. Conduct call monitoring sessions and grade quality control of incoming calls for team representatives.
  - vii. Excellent verbal and written communication skills and listening skills.
  - viii. Proficient in relevant computer applications.

**II. AGE LIMIT (as on 31/01/2012):** The incumbent should not be more than 30 years of age (Relaxable by 10 years for PWD candidates, 5 years for SC/ST candidates and 3 years for OBC Candidates)

**III. TENURE:** The initial period of contract will be for a period of 3 years. The said contract will terminate with 3 months notice from either side.

**IV. MODE OF SELECTION:** Mode of selection will be interview. Appointment of selected candidate is subject to his/her being declared medically fit by the Medical Officer appointed/approved by SEBI.

**V. SERVICE CONDITIONS / PAY AND ALLOWANCES:**

- a. **Remuneration:** The incumbent will be on a scale of pay of Grade B in the scale of 21000-1000(9)-30000-EB-1000(2)-32000-1100(4)-36400. Presently, a total emolument at the minimum of this scale is approx Rs. 61,000/- p.m. without accommodation and Rs. 36,000/- p.m. with accommodation.
- b. **Benefits:** Other benefits viz Conveyance, Vehicle Maintenance Allowance, Medical Expenses, Telephone Reimbursements, Financial Dailies Reimbursements, other insurance benefits, Scheme for furnishing of residence and all other benefits as admissible to an Officer in Grade B in SEBI.
- c. **Accommodation:** All efforts would be made to provide residential accommodation, if opted, subject to availability.
- d. **Posting:** The incumbent would be posted in Mumbai. However, the service may be transferred to any location as required by the Board.

## **VI. GENERAL INSTRUCTIONS:**

1. Candidates, who have already applied for the said posts, need not to apply afresh and their candidature would be considered subject to fulfillment of eligibility criteria as mentioned herein.
  2. Applications which are incomplete, or received after the prescribed date will not be considered.
  3. Mode of selection will be short-listing and interview. The Board reserves the right to modify the selection procedure, if deemed fit. Outstation candidates called for interview will be reimbursed single AC Three Tier Class railway fare for the to and fro journey, subject to submission of necessary documentary evidence.
  4. Candidates should satisfy themselves about their eligibility for the post applied for. The Board shall determine their eligibility only at the final stage, i.e. while calling them for interview.
  5. The Board reserves the right to relax any of the requirements for the candidates in deserving cases.
  6. The Candidate appointed on contract basis will **not** be entitled for permanent employment with SEBI.
  7. Candidates applying for the post of Officer Grade B (On Contract) who are already in service of Govt./Quasi-Govt. Organisations and Public Sector Banks /Undertakings will have to produce a "No Objection Certificate" from their employer, at the time of Interview. Before appointment in SEBI, a proper discharge certificate from the employer will have to be produced. If the application is required to be routed through the employer and in the process it reaches the address as given at point 15 after the due date, it will not be considered even though submitted to the employer before the due date. In such cases, application marked 'Advance Copy' should be sent to the address as given at point 15 and the regular copy should be routed through the employer.
  8. The Board reserves the right to raise the minimum standards in respect of experience/qualification in order to restrict the number of candidates to be called for the interview. Thus, merely fulfilling the eligibility conditions laid down in the advertisement as regards qualifications, would not automatically entitle any candidate to be called for the interview.
  9. The Board reserves the right to cancel the advertisement fully or partly on any grounds.
  10. Canvassing in any form will disqualify the candidate.
  11. If the candidates are not eligible or have knowingly or willfully furnished incorrect or false particulars or suppressed material information, their candidature will be liable to be cancelled at any stage of the selection. If the candidate qualifies in the selection process and subsequently it is found that he/she does not fulfill the eligibility criteria, his/her candidature will be cancelled and if appointed, the contract would be terminated without any notice or compensation.
  12. Applications received after due date will not be entertained. The Board takes no responsibility for any delay in receipt of application or loss thereof in postal transit.
  13. The decision of Board in all matters would be final and binding, and no correspondence in this regard would be entertained.
- HOW TO APPLY:**
14. Candidates who satisfy the eligibility norms may apply giving their bio data strictly in the format given below.

15. Applications should be sent by ordinary post in a cover superscribing the post applied for 'SEBI – Application for the post of Officer Grade B (General Stream / Information Technology) to the following address:

Deputy General Manager (HRD)  
Securities and Exchange Board of India  
Plot No.C4-A, "G" Block  
Bandra-Kurla Complex  
Bandra (East), Mumbai 400 051  
so as to reach **latest by April 09, 2012.**

16. Alternatively, applications in the prescribed format can also be sent through e-mail at [recruitment@sebi.gov.in](mailto:recruitment@sebi.gov.in) **latest by April 09, 2012.**

17. The name of the candidate or his/her father/husband etc. should be spelt correctly in the application as it appears in the certificates/ mark-sheets. Any change/ alteration found may disqualify the candidature.

18. Application received after this date is liable to be rejected.

**SECURITIES AND EXCHANGE BOARD OF INDIA**

**Application Form**

<b>1. Name in full</b> Name (English - CAPITAL LETTERS)														First												
														Middle												
														Surname												
<b>2. Sex</b>	M			F		<b>5. Category</b> (Please ✓ wherever applicable)					Paste Passport size photograph in the box and sign across it															
<b>3. Date of Birth</b>	D	D	M	M	Y										Y	Y	Y									
<b>4. Post Applying For</b> (Please ✓ wherever applicable)	Officer Information Technology			Officer General Stream			UR	OBC	SC	ST					PH											
<b>6. Details of Work Experience</b>																										
Employer Name & Address				Designation			Job Profile			Period		Duration														
										From	To	Years	Months.													
<b>7. Academic Qualifications as on 31/01/2012</b>																										
<b>Qualification</b>	<b>Examination</b>	<b>Main Subjects</b>		<b>Year of passing</b>	<b>University/ Institute</b>	<b>Overall (%) of marks</b>			<b>Class/ Division</b>																	
Graduation																										
Post Graduation																										
Any other																										
<b>8. Postal Address</b> (English – in capital letters only)											E Mail :															
											Telephone:															
	Dist.										STD Code															
	State					Pin Code																				

I declare that the information furnished above is true and correct to the best of my knowledge & belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that I do not satisfy the eligibility criteria according to the Board, my candidature/ appointment is liable to be cancelled/ terminated. I have read and understood the stipulations given in the advertisement and hereby undertake to abide by them.

Place:

Date:

Signature of the Applicant