

Roles and Responsibilities of a Management Trainee in Contract Management at Genpact India Pvt. Ltd.

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Abstract: *Contract Management (CM) has become a vital function in global Business Process Management (BPM) organizations like Genpact. The Management Trainee (MT) role in the CM domain is designed to provide structured exposure to contract lifecycle operations, compliance, analytics, and stakeholder management. This research aims to define the end-to-end responsibilities, performance indicators, governance structure, and developmental framework for MTs working in this domain. The study also explores the application of digital tools, automation, and data-driven insights in enhancing contract outcomes.*

I. INTRODUCTION

Contracts are the foundational documents of commercial relationships. They govern transactions, pricing, risk distribution, and service levels. In large organizations like Genpact, which manages thousands of vendor and client contracts across global jurisdictions, effective contract management directly impacts profitability, compliance, and customer satisfaction. The MT role in CM ensures process accuracy, operational control, and value realization through proactive contract lifecycle administration.

II. OBJECTIVES OF THE STUDY

- To outline the roles and responsibilities of Management Trainees in Contract Management at Genpact.
- To describe the key competencies, KPIs, and governance frameworks for CM operations.
- To highlight the relevance of technology, analytics, and AI in CM.
- To design a 90-day onboarding and learning framework for MTs.

III. RESEARCH METHODOLOGY

This paper follows a conceptual and applied research methodology. Information has been derived from publicly available sources, Genpact case studies,

and recognized standards such as World Commerce & Contracting (WorldCC). Data from role descriptions, procurement literature, and contract lifecycle frameworks have been synthesized to design a comprehensive MT role model.

IV. ROLE PURPOSE AND ORGANIZATIONAL CONTEXT

The Management Trainee in Contract Management acts as a support resource for the end-to-end contract lifecycle. The role involves drafting, reviewing, tracking, and managing contractual obligations while ensuring compliance with internal and client-specific requirements. MTs operate within the Legal and Procurement domains, reporting to Contract Managers or Legal Leads. Their key focus areas include contract data accuracy, document integrity, risk identification, and process improvement.

V. KEY RESPONSIBILITIES ACROSS THE CONTRACT LIFECYCLE

A. Pre-Contract Phase:

- Intake and triage of contract requests through ticketing systems.
- Verification of request completeness and proper contract type identification.
- Coordination with legal teams for template selection.
- Collection of counterparty information, tax IDs, and necessary documentation.
- Drafting initial contracts using approved templates.

B. Negotiation and Drafting Phase:

- Applying playbooks and clause libraries to minimize legal risk.
- Documenting redlines, comments, and deviation logs.
- Routing drafts for multi-level approval as per delegation matrices.

- Ensuring version control and traceability of all communication.
- Supporting pricing validation with procurement or finance stakeholders.

C. Execution and Repository Management:

- Validating signature blocks and authorized signatories.
- Managing e-signature platforms (DocuSign, Adobe Sign).
- Uploading executed contracts into Contract Lifecycle Management (CLM) systems.
- Ensuring metadata accuracy: effective dates, renewal terms, SLAs, pricing.
- Maintaining contract repositories in compliance with audit policies.

D. Post-Signature Obligations Management:

- Creating and maintaining obligation registers.
- Tracking milestones, rebates, deliverables, and performance KPIs.
- Coordinating with finance to prevent value leakage or missed escalations.
- Supporting renewal analysis and change requests.

VI. COMPETENCY FRAMEWORK

The success of an MT in CM relies on a balance of technical, analytical, and behavioral competencies. Technical: Familiarity with contract structures (MSA, SOW, NDA, PO), understanding of key clauses (liability, confidentiality, termination, data protection).

Analytical: Proficiency in Excel, Power BI, and data validation techniques. Behavioral: Accuracy, communication, stakeholder engagement, and integrity.

VII. GOVERNANCE AND CONTROL STRUCTURE

Contract management operations at Genpact are governed through strict SOPs, approval matrices, and playbooks. MTs must ensure compliance by adhering to preventive, detective, and corrective controls. Preventive controls include template-based drafting and automated workflow routing. Detective controls include audit trails and data validation, while corrective controls focus on continuous

process improvement.

VIII. TECHNOLOGY AND AUTOMATION

Genpact leverages leading CLM solutions like Icertis and ContractPodAI. MTs are trained to extract insights from CLM dashboards, manage automated alerts for renewals, and perform analytics on cycle times and deviations. AI-enabled clause extraction and risk scoring enhance efficiency and decision accuracy.

IX. KPIs AND PERFORMANCE METRICS

- Average contract cycle time
- First-time-right rate in contract creation
- Percentage of deviation from standard templates
- Compliance audit scores
- Obligations fulfillment rate
- Renewal initiation within SLA
- Value leakage prevented (monetary)

X. ONBOARDING AND TRAINING FRAMEWORK

Phase 1 (0-30 Days): Induction to tools, templates, and compliance training.

Phase 2 (31-60 Days): Hands-on contract creation and metadata management.

Phase 3 (61-90 Days): Independent handling of contracts, risk assessment, and reporting.

XI. SAMPLE DAY-IN-LIFE WORKFLOW

A typical MT day involves triaging contract requests, drafting low-complexity contracts, validating metadata, updating trackers, participating in reviews, and communicating progress through daily huddles.

XII. STAKEHOLDER ENGAGEMENT

MTs interact with Legal, Finance, Procurement, and Delivery teams. They facilitate communication between internal and external stakeholders ensuring smooth workflow and timely escalations.

XIII. ETHICS AND DATA PRIVACY

MTs must ensure confidentiality of contract data, adherence to data protection laws, and compliance with Genpact's internal ethical standards.

XIV. DISCUSSION

The role of MTs in contract management serves as a stepping stone for developing future contract specialists and legal process professionals. The role blends legal acumen, process expertise, and analytical insight. The growing adoption of AI in CM requires MTs to continuously update their digital and analytical competencies.

XV. CONCLUSION

Management Trainees in Contract Management at Genpact play a vital role in operational efficiency, compliance, and revenue assurance. With structured onboarding and governance, they evolve into skilled professionals capable of driving automation and innovation in CM operations.

REFERENCES

- [1] WorldCC (IACCM) Contract Lifecycle Management Standards.
- [2] Genpact Official Website and Case Studies.
- [3] ContractPodAI, Icertis, Gatekeeper CLM Documentation.
- [4] Academic Publications on Contract Governance and BPM Best Practices.