

# JOB

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## DESCRIPTION

Novel Office is part of the Novel Group, established in 1993 in Dallas, TX, USA which is engaged into various business activities. We are into the business of office space and provide fully furnished customized offices on rent. We have developed an in-house customizable partition concept, which enables us to customize an office layout any way at any time, without any material wastage. This ability of ours makes us unique in the Office Space Industry; hence nobody offers what we offer in the market.

### In INDIA

We provide serviced offices and fully furnished customizable offices on rent with No Lock-in and No Deposit options. We have a unique business model; buy vacant office buildings, invest into interiors, find tenants for the vacant space and eventually sell the buildings. And once we sell, we lease it back from the same buyer and continue running our serviced office business. We currently have 4 operating locations across Bangalore and one coming up soon totaling to 7,00,000 square feet of office space.

### In the US

We offer fully furnished offices with movable glass walls in the US to our tenants. Our business model in the US; buy partially vacant buildings, invest into interiors, find tenants for the vacant space and eventually sell the buildings. After we sell, we DON'T lease back the buildings like we do in India. Our first project was in Houston, TX which was highly successful. We are now looking to expand to other locations in TX by acquiring 3-5 properties this year with a budget of 100 Million Dollars.

## Department

The Client Relations department is responsible for handling all the clients in the office space business wherein the department coordinates with other departments like Projects, IT, Facility, etc. to get the office space ready for the clients to occupy. The department services the clients throughout their tenancy by handling the complaints and requests in coordination with other departments involved.

Title: **Executive - Client Relations**

Location: **Bangalore.**

## Job Description

- Manage Customer Deliveries & Exits
- Establishing relationship with customers
- Provide high standards of customer service with a personalized approach
- Maintaining Database , Handling customer queries
- Conflict resolution, Making quote sheets

## Desired Profile

- Preferably Male candidates.
- Languages Must: Kannada, English & Hindi
- Good Communication & Analytical Skills