

Customer Care Consultant

Friendly Clinic, 5-Days Work Week

Come join us at our clinic where you can make a difference!

The Company:

Oriental Remedies Group (ORG) provides an exceptionally high level of care for our patients, offering effective treatments grounded in Traditional Chinese Medicine (TCM) and cutting edge technology-enhanced therapies to build a wellness community for all mankind.

- Patients love us - our Physicians are very skillful and bilingual in both Mandarin and English
- Our company culture builds connections, careers, and employee growth!

The Position:

We are looking for a Full Time Customer Service Care Consultant in our clinic branches (Jurong East and East Coast) who:

- Handles all customer enquiries, sales, post-sale customer service and on-going customer relationship management
- Has high emotional intelligence - you have genuine empathy for others and adapting your communication accordingly
- Encourages customer engagement and support in all aspects of the sales process
- Delivers an excellent level of customer service to maximize sales, customer satisfaction and retention
- Able to communicate effectively to cross-sell, upsell our products and services
- Assist in monthly/quarterly clinic promotional activities & strategies for business growth

Why Should You Apply:

- Top benefits
- Excellent growth and advancement opportunities
- Clinic is expanding to 7 locations islandwide by 2025!
- You will receive international training worth more than USD\$2,000 to be our dual-certified therapist

Job Requirements:

- Independent, resourceful and self-motivated
- Comfortable working in a high pressure, customer facing role
- Good team player and possess strong interpersonal skills
- Proficient in use of Microsoft Office, Gmail, Google Calendar and Google Drive
- Able to work on rotating shifts including Saturdays & Sundays.
- Prior work experience in retail/sales/customer service is advantageous

If you're interested to join Oriental Remedies Group, send your updated CV to us at hello@orientalremediesgroup.com and we will get in touch if you are shortlisted for a vacant role.