



## **Customer Success Executive**

### **Friendly Clinic, 5-Days Work Week**

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

#### **The Company:**

Oriental Remedies Group 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
- We have a well-respected staff and we empower our patients to achieve their full potential

#### **The Position:**

We are looking for a Full Time Executive Assistant in our clinic (Jurong East).

- Very competitive benefits package
- Guaranteed 5-days work week

#### **What opportunities does ORG offer?**

- Sales and Operations Training
- Career Track - Senior Consultant, Clinic Manager and more as we expand
- Nurturing manager to provide guidance, support and feedback

#### **Job Duties/Responsibilities:**

- Critical first point of contact to customer experience; key point of contact between patients, external partners & internal operations
- Manage patient flow, phone & walk-in enquiries to ensure smooth scheduling & clinic operations
- Strategic planning and scheduling to maximize clinic revenue
- Share and upsell/cross-sell clinic services
- Maintain daily, weekly, monthly performance reports

#### **Skills/Requirements:**

- Friendly, outgoing & service oriented
- Comfortable working in a high pressure, customer facing role
- Ability to multitask, prioritise tasks and work independently
- Excellent time management
- Good verbal & written communication skills
- Preferably comfortable working with Microsoft Office Suite and Google Drive/Calendar

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**If you're interested in joining Oriental Remedies Group, send your updated CV to us at [hello@orientalremediesgroup.com](mailto:hello@orientalremediesgroup.com) and we will get in touch if you are shortlisted for a vacant role.**