



**Designation : ASSISTANT SALES AND OPERATIONS MANAGER**  
**Working Days : 5-day work week & 2 off days (1 off day on weekdays + 1 off day on weekends)**

**Working Hours:**

- **Jurong Clinic : 8.30 am - 6.15 pm / 11.45 am - 9.30 pm**
- **Upper Thomson Clinic : 9.30 am - 7.15 pm**
- **East Coast Clinic : 9.30 am - 7.15 pm**

**Work Location :**

- **Jurong Clinic : 253 Jurong East Street 24, #01-227, Yuhua Village Singapore 600253**
- **Upper Thomson Clinic : 200 Upper Thomson Road, #01-10, Thomson Imperial Court , Singapore 574424**
- **East Coast Clinic : 171 East Coast Road, #01-06, Singapore 428877**

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**Important Note:**

Please [read the full Job Responsibilities & Requirements](#) very carefully before deciding whether you have the skills, knowledge, and experience that we are looking for (as stated below).

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**Find us on:**

- 👉 <https://www.orientalremediesgroup.com/>
- 👉 <https://www.instagram.com/orientalremedies/>
- 👉 <https://www.facebook.com/Orientalremediesgroup>

**The Company:**

Oriental Remedies Group (ORG) is a leading patient-centred healthcare provider offering effective treatments grounded in Traditional Chinese Medicine (TCM) and enhanced with medical technology.

We are a modern TCM with a start-up that grew from 5 to 60+ people strong in merely 3 years. Despite the pandemic, we continued with our expansion to provide more patients with quality healthcare. We recently expanded our Jurong East outlet and opened our 3<sup>rd</sup> outlet at Upper Thomson this year.

Not only were we awarded the Best TCM Clinic of The Year in Asia Pacific by Global Health Asia-Pacific in 2021, but we were also featured during Prime Minister Lee's 2022 May Day Rally speech for our safe and conducive workplace policies.

ORG does things differently; we believe that our employees are the key drivers of the company. We provide our employees with equal opportunities to initiate change and have a say in the work that they do while supporting them with mentors to guide them through challenges.

With Employee Growth in our DNA and our belief that a good life begins with a good company, we hope to grow our team with dynamic talents who are independent workers committed to a growth mindset.

If you think you have the skills to power Oriental Remedies Group's growth, apply now!

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**Key Responsibilities:**

- **Responsible for leading a big team of clinic consultants, therapists, as well as influencing Physicians to ensure that all the clinics' daily operational activities are running smoothly and effectively:**
  - Team management and regular coaching including appraisals of consultants and therapists, onboarding of new team members, resolving any potential team conflict.
  - Clinic sales (including identifying training needs, process improvements) are achieved that will support the patients' experience and the growth of the Company.
  - Organize, support, lead trainings and provide OTJ sales support where relevant.
  - Attend management meetings and extract relevant information to inform the working team; lead Daily Team briefings and accurate briefing notes to achieve efficiency and proper dissemination of instructions.
  - Being present at the clinic daily to support the team, including handling difficult patient situations (if any).
  - Involved in recruitment of potential consultants and therapists.
  - Able to adapt and thrive in a fast-paced environment.
  
- **Provide strategic analysis and valuable business insights that will grow the organization and business:**
  - Work with the Strategy/Marketing department to plan monthly promotions, refine lead qualification process, analyse and report on campaign performance with reporting.
  - Responsible for weekly presentation of all clinic sales and operations metrics to management team, providing insights of what worked/didn't work and how to improve.
  
- **Lead clinic operations:**
  - Optimised manpower schedule/roster to ensure efficiency.
  - Uphold the overall cleanliness and tidiness of all the clinics in adherence to brand guide and in compliance to MOH guidelines.
  - Ensure clinic processes are as per SOPs laid out and all patient's information in CRM are being recorded accurately (patients' details, consent forms etc).
  - Optimal, cost-efficient, and timely procurement, maintenance, and inventory management of both medical and non-medical supply/equipment (Medical Herbs/machines/equipment, washing machines/dryers, aircons, fire extinguisher, water dispensers, computers/printers, etc.), including managing supplier/vendor contract records.
  - Lead daily briefings and ensure all the briefing notes and procedures are accurate and on time.
  - Ensure that information and process updates are uniform across clinics (liaise with other ACMs/CMs) and ensure regular renewal of sharing topics for the team.
  
- **Involvement in special projects:**
  - Involved in implementation and getting trained for new Clinic Management System (CMS) to be able to lead the team for transition.
  - Work closing with CMS Project Lead to resolve any transition or teeth issues.
  - Seamless implementation of new and stopping of old CMS to ensure no compromise on patient experience.
  - Lead and roll out new processes in future linked to CMS e.g., deposits for appointments.
  - Receive training to be qualified as Electro-Lymphatic Therapy trainer, and lead training for internal staff and external people who purchase the ELT machine (may require international travel).
  - Involvement in medical partnership by seeking out and lead partnerships with other medical establishments e.g., doctors, fertility centres etc that would strengthen the branding and referrals for ORG.
  
- To perform/ execute any other reasonable duties assigned by top management.



### Key Requirements:

- Candidates must possess at least a Diploma, Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree, Business Studies/Administration/Management or equivalent.
- At least 5 year(s) of working experience in the related field is required for this position.
- Preferably Managers specializing in Training & Development, Corporate Strategy/Top Management/ Sales/ Operations in retail/healthcare/clinic/ F&B /Gym / Spa or equivalent.
- **Able to commence work immediately/on short notice would be a big plus.**
- Proficiency in MS words, Excel, PowerPoint.
- Bilingual proficiency, possess excellent interpersonal, presentation and communication skill.
- Critical thinking and strong problem-solving skill, with an ability to think out of the box with solutions that are scalable, sustainable, yet most cost-effective.
- Possess good presentation skills with a proven ability to communicate with a diverse group of people and audiences.
- Comfortable with leading and driving ideas independently and working across multiple functions to drive growth in start-up culture.
- Highly organized, meticulous, motivated, decisive and a people-oriented team player.

### Job Highlights:

1. **Annual Leave: 18 days onwards**
2. **Birthday Leave:** (We believe employee should take **a day off** to celebrate their birthday with their loved ones)
3. **Attractive TCM Benefits: Unlimited FREE treatment/services for our employees, and 50% discount for our employees' family members!**
4. **Attractive and Good Commissions Entitlement**
5. **Competitive and Attractive Salary Package** (we believe in caring and investing in our employees' future)
6. **Yearly Performance Bonus**
7. **Insurance coverage**
8. **Location: All the clinics are highly accessible to public transport (Bus stops are just right in front of the clinics)**
9. **Great working culture:** Fun and enjoyable workplace that **embraces Diversity**
10. **Work-life balance/harmony;** Delivering happiness to all our employees
11. **Clear Progression Plan to grow in the Company.**
12. **Trained and Guided by our own in-house mentorship programme and excellent opportunities for career advancements.**
13. **Exposure to technological enhanced therapies only available in our clinic - you cannot find in other TCM clinics!**



## **Why Should You Join Us?**

### **GREAT CULTURE AND ATMOSPHERE:**

Because the people here are Amazing and Crazy Fun. And you will get to have great autonomy in managing your priority and careers. You will definitely love it here in ORG. #workfam

### **ATTRACTIVE SALARY PACKAGE AND BENEFITS:**

Because we offer benefits which are most desired and valued by people. The people in ORG are the backbone of the Company, and they are the core of everything we do; hence we believe in caring and investing in our employee's future.

### **GROWTH AND CAREER DEVELOPMENT:**

Because the sky's the limit, and in ORG, we firmly believe that our employees' growth, development, and well-being are the most significant factor ever. Receive quality coaching from experienced managers from diverse backgrounds to grow in your skills and career.

### **DIVERSITY:**

Because we are diverse, equity, and inclusion in ORG, we are an equal opportunity employer who makes decisions without regard to age, identity, gender, race, color, ethnicity, etc. We let our people be themselves and accommodate each other's differences and grow together.

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**Don't miss this opportunity to be part of Oriental Remedies Group if you are looking for a job and company culture you won't dread every morning! Apply now and join the team!**

**Interested candidates, please send your latest updated resume by clicking "[Apply Now.](#)"**

Please include the following in your resume:

1. Earliest availability
2. Reason for leaving the last position (if applicable)
3. Current/ last drawn salary
4. Let us know why you're a good fit for this role!

Our apologies: only shortlisted applicants will be notified.

Thank You for Applying! Stay Safe!