



**Designation : CLINIC ASSISTANT / CLINIC EXECUTIVE /SENIOR CLINIC EXECUTIVE**  
**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**

---

**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).

---

**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 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!

Come onboard an exciting journey with us and be part of the best TCM Clinic in Asia Pacific!

We are thrilled to share that with the growing customer base and business; our ORG workfamily is Expanding! Having said that, we are actively looking for a [Clinic Assistant/ Clinic Executive/ Senior Clinic Executive](#) who has a great passion and interest in TCM, who is passionate about helping people by delivering a high level of care to others, and to improve the well-being and quality of life of the people we serve.

#### **Job Responsibilities:**

- To provide administrative support, including handling registration, scheduling appointments, maintaining accurate patient medical records, and cashiering.
- To attend and handle all customer inquiries.
- To maintain detailed and accurate treatment records of patients.
- To support the clinic's day-to-day operations.
- To deliver top-notch customer service and build sustainable relationships with patients to maximize sales, customer satisfaction, and retention.
- To engage in interactive communications with patients to share and educate patients about the clinic products and services effectively.
- To aim to achieve monthly personal and company sales targets without hard selling.
- To discuss with the physicians to develop suitable treatment plans for every patient.
- To check and dispense medication to patients as prescribed by the physicians.
- To perform Electro-Lymphatic Therapy (ELT) to help patients enhance their overall health and wellness. (The experienced senior physicians will provide in-depth training).
- To perform the packaging and labelling activities of medications.
- To sanitize and maintain the tidiness and cleanliness of the treatment rooms before and after each treatment.
- To clean up all the equipment used after each treatment.
- To manage and maintain the tidiness and cleanliness of the clinic.
- To perform any other ad hoc duties as assigned from time to time.

#### **Job Requirements:**

- **Candidates with no prior experience are welcome to apply (Training will be provided)**
- Bilingual proficiency.
- Possess great passion and interest in TCM or healthcare industry
- Customer-focused, Self-motivated, sales and service-oriented
- Able to adapt quickly to situations and comfortable working in a fast-paced environment
- Proactive, enthusiastic, independent, compassionate, and has a positive learning attitude.
- Good team player and possess excellent interpersonal and communication skills.

#### **\*\*Preferable:**

- **Able to commence work immediately/on short notice would be a big plus.**
- Preferably having at least 1-2 years of sales experience in the retail' healthcare industry.
- Preferably candidates who with prior healthcare/clinic/massage and spa setting experience;
  - Candidates who possess relevant beauty and service-related qualifications such as CIDESCO/ CIBTAC / WSQ/ ITEC, etc., are a plus



### Job Highlights:

1. **Annual Leave : 14 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** for yourself and your family members; **Unlimited FREE treatment/services for our employees, and 50% discount for 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** : Lets progress and be recognized at work and rewarded
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. **Receive international training worth more than USD 2,000 to be our certified Electro-Lymphatic Therapy therapist!** - <https://www.orientalremediesgroup.com/blog/services/electro-lymphatic-therapy/>
14. **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.

---

**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!