

Designation : CUSTOMER SUCCESS EXECUTIVE
Working Days : 5-day work week + 2 off day (1 off days on weekdays + 1 off days on weekends)
Working Hours : 8.30 am - 6.15 pm & 9.30 am - 7.15 pm
Work Location : Upper Thomson Clinic
200 Upper Thomson Road, #01-10, Thomson Imperial Court , Singapore 574424

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 3rd 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!

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 Customer Success Executive who has a great passion and interest in the TCM / healthcare industry, who is ready to advocate to give the customers the best experience ever.**

Key Responsibilities:

- To manage patient flow, phone & walk-in enquiries, to ensure smooth scheduling & clinic operations.
- Critical first point of contact to customer experience; the key point of contact between patients, external partners & internal operations.
- Will be exposed to strategic planning and appointment scheduling to maximize clinic revenue and drive process improvements.
- To communicate effectively to customers to share the treatment and services of the Company, to cross-sell and upsell clinic services.
- To maintain the Company's daily, weekly, and monthly performance reports.
- To perform any other ad hoc duties as assigned from time to time.

Key Requirements:

- Preferably having at least 1-2 years customer service / telemarketer experience in the retail/healthcare industry.
- Preferably candidates with prior healthcare/clinic/massage and spa setting experience.
- **Able to commence work immediately/on short notice would be a big plus.**
- Possess great passion and interest in healthcare industry
- Bilingual proficiency
- Excellent verbal, written and communication skills
- Good team player and possess excellent interpersonal skills
- Self-motivated, high performance-oriented and service-oriented
- Able to adapt quickly to situations, comfortable working in a fast-paced environment and customer facing role
- Enthusiastic, independent, able to multitask, prioritize tasks, work independently and excellent time management skills
- Comfortable working with Microsoft Office and Google Suite

Job Highlights:

1. **Annual Leave : 14 days onwards**
2. **Birthdays 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. **Competitive and Attractive Salary Package** (we believe in caring and investing in our employees' future)
5. **Yearly Performance Bonus**
6. **Insurance coverage**
7. **Location:** All the clinics are highly accessible to public transport (Bus stops are just right in front of the clinics)
8. **Great working culture:** Fun and enjoyable workplace that **embraces Diversity**
9. **Work-life balance/harmony;** Delivering happiness to all our employees
10. **Clear Progression Plan to grow in the Company.**
11. **Trained and Guided by our own in-house mentorship programme and excellent opportunities for career advancements.**
12. **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!