

The Company

Oriental Remedies Group (ORG) comprises of *Oriental Remedies Clinic* - a leading patient-centered healthcare provider offering effective treatments grounded in Traditional Chinese Medicine (TCM) and enhanced with medical technology, and *Oriental Remedies Store* - our retail pillar.



We are a modern TCM start-up that grew from 2 to 60 people strong in merely 4 years. Despite the pandemic, we continued with our expansion to provide more patients with quality healthcare. We recently opened our flagship clinic in Orchard and will be starting at our fifth location in July 2023.

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 coaches 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!

Find us on:

👉 <https://www.orientalremediesgroup.com/>

👉 <https://www.instagram.com/orientalremedies/>

👉 <https://www.facebook.com/Orientalremediesgroup>

Customer Success Executive

Job Responsibilities

- Critical first point of contact to customer experience; key point of contact between patients, external partners & internal operations.
- Management of patient flow, phone & walk-in enquiries to ensure smooth scheduling & clinic operations.
- Exposure to strategic planning and appointment scheduling to maximize clinic revenue and drive process improvements.
- Communicate effectively to customers to cross-sell and upsell clinic services.
- Maintain daily, weekly, monthly performance reports of the company.

Job 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.
- Bilingual proficiency required.
- Possess great passion and interest in TCM or healthcare industry
- Able to adapt quickly to situations and comfortable working in a fast-paced environment
- Customer-focused, self-motivated, sales and service-oriented.
- Proactive, enthusiastic, independent, compassionate, and has a positive learning attitude.
- Good team player with excellent interpersonal and communication skills.
- Able to multitask, prioritise tasks and work independently
- Comfortable working with Microsoft Office and Google Suite

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. FREE TCM services and Tech-enhanced therapies for our employees, and 50% discount for employees' family members!
4. Attractive and Good Commissions Entitlement
5. Great working culture - Fun and enjoyable workplace that embraces Diversity and Work-life balance/harmony

Why Should You Join Us?

GREAT CULTURE AND ATMOSPHERE:

Because you will be working along with amazing and crazy fun people. We have cyclists, chefs, yogis, gamers, athletes, animal lovers, motivational and inspirational trainers, foodies, and many more.

GREAT SALARY PACKAGE AND BENEFITS:

Because we offer benefits which are most desired and valued by people. We believe that the people in the team are the backbone of the company, the core of everything we do. This is why we invest so much in our employee's welfare and future.

GROWTH AND CAREER DEVELOPMENT:

Because the sky's the limit and we firmly believe that our employees' growth, development, and well-being are the most significant factor. We hope to grow with our employees, we want our people to shine brighter as they progress with the company.

DIVERSITY:

Because we value equity and inclusion. We are an equal opportunity employer who makes decisions without regard to age, identity, gender, race, colour, ethnicity, etc. We encourage our employees to be their true selves at work.