



ORIENTAL REMEDIES
CLINIC

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>



ORIENTAL REMEDIES
CLINIC

Customer Success Manager

Job Responsibilities

Team Management

- Lead and develop the Customer Success team, promoting a high-performance and results-driven culture.
- Conduct regular staff performance evaluations, identifying training needs and areas for improvement.
- Drive team productivity through effective manpower management and resource allocation.

Operations Management

- Oversee day-to-day operations to ensure high service quality and handle escalations in a timely manner.
- Develop and implement strategies to meet service-level agreements (SLAs) and enhance operational efficiency.
- Support client investigations and manage service recovery processes when required.
- Ensure all operations comply with project-specific requirements and internal policies.
- Collaborate with a multi functional team to define a roadmap aimed at meeting business objectives and improving customer satisfaction.
- Lead and manage system enhancements and change requests, from initial ideation to full implementation.
- Continuously improve relevant work processes and standard operating procedures (SOPs).
- Oversee quality call audits to ensure adherence to established guidelines.

Data Analysis

- Provide actionable data insights to identify operational gaps and propose effective solutions.
- Perform root cause analysis to enhance CSAT and customer survey ratings.
- Generate and present regular performance reports and insights to senior management.
- Collaborate with vendors, IT partners, and users to ensure successful issue resolution and continuous improvement.



ORIENTAL REMEDIES
CLINIC

Job Requirements

- Bachelor's degree in Sales, Retail, or a related field.
- Minimum 5 years of supervisory experience in customer service or telemarketing, preferably in the retail or healthcare industry.
- Passion for and knowledge of Traditional Chinese Medicine (TCM) or the healthcare industry.
- Proven leadership and interpersonal skills, with the ability to motivate and manage a team effectively.
- Excellent communication and problem-solving abilities.
- Proficiency in Customer Relationship Management (CRM) software.
- Strong data analysis and reporting skills, with an ability to drive actionable business outcomes.
- Solid sales and negotiation skills.

Job Highlights

1. Annual Leave - 14 days onwards
2. Birthday Leave - We believe employees 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. 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. You'll definitely love your #workfam.

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.