

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

As a Customer Success Executive, you will be the primary point of contact for our patients, handling inquiries and providing exceptional customer service over the phone. You will play a crucial role in ensuring a positive patient experience and contributing to the overall success of our clinic.

Job Responsibilities

- Serve as the primary point of contact for patients, external partners, and internal operations.
- Manage patient flow efficiently, including scheduling appointments and handling walk-in inquiries.
- Provide excellent customer service, addressing inquiries and concerns promptly and professionally.
- Contribute to strategic planning and appointment scheduling to optimize clinic revenue and improve processes.
- Maintain accurate and up-to-date records, including daily, weekly, and monthly performance reports.
- Actively promote clinic services through effective communication and cross-selling techniques.
- Identify opportunities to upsell services and packages to enhance customer satisfaction and revenue.

Job Requirements

- Minimum 2 years of customer service or telemarketing experience in the retail or healthcare industry.
- Prior experience in a healthcare, clinic, massage, or spa setting is preferred.
- Immediate availability or short notice start dates are highly advantageous.
- Passion for Traditional Chinese Medicine (TCM) or the healthcare industry.
- Ability to adapt quickly to changing situations and thrive in a fast-paced environment.
- Strong customer focus, self-motivation, and sales-oriented mindset.
- Proactive, enthusiastic, independent, compassionate, and a positive learner.
- Excellent interpersonal and communication skills.
- Strong multitasking, prioritization, and independent work abilities.
- Proficiency in Microsoft Office and Google Suite applications.



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. 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.