

## **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>

## **Clinic Supervisor**

### **Job Responsibilities**

- Responsible for daily clinic operations, including front desk services, scheduling, and workflow coordination, ensuring smooth and efficient functionality.
- Oversee patient appointments, follow-ups, and maintain accurate and organized record-keeping.
- Monitor inventory levels, manage stock supplies, and coordinate timely maintenance or repairs of clinic equipment to prevent disruptions.
- Address patient inquiries and complaints professionally to ensure excellent customer service.
- Be the first point of contact of clinic issues and complaints, ensure high level of ownership and escalate the cases to Clinic Manager when complex issues are involved.
- Work closely with staff to enhance patient satisfaction, improve service quality, and uphold hospitality standards.
- Monitor team schedules to make sure it is sufficiently staffed, responsible for monitoring schedules to ensure sufficient manpower on a daily basis for unplanned leave.
- Provide on-the-job training and support for new staff members to ensure smooth integration into the clinic's workflow.
- Monitor and report clinic and staff performance metrics, identifying areas for improvement and assisting in process enhancements.
- Lead morning & afternoon briefings.
- Communicate clinic goals and performance targets clearly to the team.
- Assist with the implementation of marketing initiatives, aligning team efforts with clinic objectives.
- Provide on-the-ground assistance with day-to-day activities, lead staff briefings, and ensure the clinic operates efficiently.
- Collect accurate and timely feedback from the team, addressing and resolving issues where possible, and escalating unresolved matters as needed.
- Provide practical shop-floor perspectives on proposed changes to ensure alignment with daily operations.

## **Job Requirements**

- Minimum 5 years of supervisory experience, preferably within the retail or healthcare industry.
- Prior experience in healthcare settings, such as clinics, massage, or spa environments, is preferred.
- Strong passion and interest in Traditional Chinese Medicine (TCM) or the healthcare industry.
- Adaptable and quick to respond in fast-paced environments, with the ability to handle various situations efficiently.
- Customer-focused, self-motivated, and oriented toward delivering both sales and excellent service.
- Proactive, enthusiastic, and independent with a compassionate and positive learning attitude.
- Excellent team player, with strong interpersonal and communication skills to engage and lead effectively.
- Ability to set goals, delegate tasks, and ensure team accountability and growth.

## **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. Flexible work location
6. 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.