

WELCOME TO



READ ON TO FIND OUT WHAT AN INTERNSHIP WITH US LOOKS LIKE!



WHO ARE WE?

Founded in 2017, MindFlex has established itself to become the **#1 Home Tuition Agency in Singapore**, beloved by parents and students alike!

Here at MindFlex, our internship programme is structured around **fulfilling & practical** learning. Interns can expect to be exposed to **real-world** working scenarios & problem-solving **as a team**.

Through our nurturing environment, we hope to groom our interns into **outstanding, all-rounded individuals** who are capable and employable. **Full & Part-Time job opportunities** will also be offered to interns who have excelled in their internship.



What To Expect As An:

OPERATIONS & BD INTERN

(Business Development)

JOB SCOPE



Client Relations:

- Take charge of handling tuition requests via Forms & WhatsApp
- Ask clients the right questions to gather information efficiently
- Address clients' queries and concerns that they might have
- Transfer clients' requirements into a concise job-post format
- Provide after-sales service to clients (and tutors)
- Monthly check-in on existing client base for any feedback, staying connected and maintaining good relations with them

Tutor Relations:

- Broadcasting assignments via automated outreach channels (Email, Telegram, etc.) to our database of 50,000+ tutors
- Apply filters (eg. Location, Tutor Type, Qualifications) to tag each assignment to the correct target audience
- Assist in profiling, and marketing tutors in a way which captures the client's attention based on their needs
- Assist tutors with technical issues & application processing
- Clarification of agency's commission & policies to tutors

Business to Business (B2B):

- Take charge of MindFlex's B2B arm and work with tuition centres, government agencies & educational institutes.
- Schedule interviews (phonecall, online, face-to-face) between tutors and organisations
- Manage confirmation contracts & invoices for clients

Internal Processes:

- Work with customised back-end software, specially designed to fulfill the company's business needs & improve efficiency

- Maintain cohesive inter-department and intra-department relations, ensure good customer handover between colleagues
- Take charge of designating clients to various teams (traffic control), depending on each team's existing workload
- Maintain an organised record of clients for different departments to contact and follow-up with in future

Business Development:

- Analyse company's past data and trends, to forecast peak periods and develop relevant plans
- Active participation in Business Development meetings to brainstorm for process streamlining and automation
- 1-to-1 & consultations with MindFlex's upper management on strategy building for the company's operations
- Brainstorm & develop new streams of revenue for the company with Business Development Manager
- Execute Business Development plans in a strategic manner

KEY TAKEAWAYS



- Hone fast-thinking abilities and good decision-making skills
- Build professional communication and customer service skills
- Develop confident problem-solving and mediation skills
- Learn to stay organised, meticulous and calm in a fast-paced environment
- Become an effective team-player and an independent worker
- Witness firsthand how SMEs create their own in-house software and solutions (from conceptualisation to development to usage)
- Deep involvement and familiarisation in both back-end and front-end processes of the company & industry
- Exposure to real-world data and applications, that puts theory into practice
- Last but not least, private mentoring & sharing sessions with company's founders and management (P.S. we love sharing)



THE STUDENTS WE HAVE IMPACTED



1,000+ 5-Star Google Reviews!

Natalia Lee
2 reviews
★★★★★ 5 months ago
Used a few agencies for my daughter over past came across so far, in terms of tutor profiles an
Perhaps maybe because they are one of the t pool of tutors, and having dedicated staff to re

May L.
Local Guide · 44 reviews · 49 photos
★★★★★ 10 months ago
Responsive, wide range of tutors to c time.

Gk
Local Guide · 658 reviews · 152 photos
★★★★★ a year ago
Below is my review for Mindflex,
1) the tutor is really good and patience. I
tutor.
2) Mindflex is a very good ag many of my relatives.
Highly recommended

Debby Poon
8 reviews · 3 photos
★★★★★ 9 months ago
Good tuition agency that is flexible. Have large amount of tutor profiles to select from. No commitment should you find the tutor unsuitable. We eventually found a good fit for our child who is in Primary 1. We have just started lessons and our son really looks forward to it!

Zen Ho Min Wei
Local Guide · 58 reviews · 65 photos
★★★★★ a year ago
The coordinator who served me, Angela, is very polite and helpful, managed to interview and confirm lessons with a good tutor within just a few days

Estrella Chong
Local Guide · 87 reviews · 563 photos
★★★★★ 7 months ago
...to accommodate on locations. Patience with explain

Anna Teo
3 reviews · 2 photos
★★★★★ 5 months ago
Fast and hassle free! Without the need to meet in person, managed to get a tutor in a week! Payment is after 2 lessons which is simply based on trust. Thanks for the services!

Norhayati Mydeen
7 reviews
★★★★★ a week ago **NEW**
The tutor is very good. He is punctual. My son is able to adapt to his teaching fast. He review the scope of lessons he went through with my son by Whatapp to me.
The agency is reliable. Prompt reply on my first enquiry. Their follow-up to find a suitable tutor for me was fast. Within 3 days we have a tutor for my son and the tutor is good and reliable. Thank you for your good services

Anna Teo
3 reviews · 2 photos
★★★★★ 5 months ago
Fast and hassle free! Without the need to meet in person, managed to get a tutor in a week! Payment is after 2 lessons which is simply based on trust. Thanks for the services!

Juliana Tukiman
5 reviews · 3 photos
★★★★★ a year ago
Mindflex is very responsive when I request for a suitable tutor. They gave me a list of suitable candidates making it easier for me to choose. I am happy with teacher Jasmine. She is patient and very good as handling upper primary kids.

Debra
8 reviews · 3 photos
★★★★★ a month ago
I am delighted to share my gratitude for the wonderful tutor my child has been working with. Mindflex's diligent efforts in finding an experienced teacher who really helped my child find joy in learning again but also... Thanks to not only ited

FAQs



WHAT REQUIREMENTS DO I NEED?

You have to be a **Singaporean currently enrolled in a Polytechnic or University**. You should have good command of verbal and written English and decent computer skills. **Team players** with great **communication skills** and **organisational skills** are also highly appreciated.



WHAT ARE THE WORKING HOURS?

Working hours are from **9.00am-6.30pm**, with a **1 hour lunch break** in between. We stand out from other employers with our **no overtime** and **no taking work home** policy.



HOW IS THE ENVIRONMENT?

At MindFlex, it's all about family. We are a **close-knit team** of **15-25 young & fun teammates**. We **work hard and play hard**; the office is equipped with facilities like a Pool Table, Board Games, Karaoke Set and PlayStation 5 for employees to enjoy during lunch or after work. **Company welfare** includes a snack pantry, company-sponsored meals, and outings.



WHAT IS THE SALARY?

The Intern Allowance ranges between is **\$1,200-\$1,600/month** depending on your educational qualifications and experience

Join us now & experience these benefits for yourself!

HEAR WHAT OUR INTERNS HAVE TO SAY

The working environment is **relaxed** and the **no-overtime rule** is strongly enforced, which was a pleasant surprise after working for other companies. Having done up about 60-70 marketing collaterals for Carousell, Youtube, Email, etc. in 9 weeks, I became more skilled in **B2B and B2C marketing communication**. Overall, this internship gave me a **valuable learning opportunity to glean transferrable skills**.

HANNAH YU, SMU, Y2 STUDENT

This internship helped me develop certain key skills. Liaising directly with clients and other businesses helped me develop my **communication skills**. Since the job involves thinking on your feet to respond to unconventional requests, I also got to develop my **critical thinking skills**. Lastly, I also became a stronger **team player** after working closely with my team. A **fruitful experience** overall!

JERLYN LIM, NUS, Y3 STUDENT

I truly enjoyed my time at MindFlex, and I even **converted** to a part-time position afterwards! It was **rewarding** to see that my day-to-day job could help children excel in their academics and reach their **full potential**. **Company welfare is great** and the management team is **open to new suggestions** from the employees & interns. I would **highly recommend** doing your internship here!

ELISE WONG, SIM-UOL, Y3 STUDENT

Working with MindFlex allowed me to develop my **organisational skills** as we learnt how to streamline our work to maximise efficiency. In my 6 months here, I forged **good memories and valuable friendships**. MindFlex's upper management's 1-to-1 consults were also very **insightful** as we got to witness firsthand the considerations behind managing a business.

NG WAN LIN, TP, Y3 STUDENT

CHECK OUT OUR OFFICE!



*Experience the thrill of
your favorite movie
series up close!*

**LOUNGE
&
DINING
AREA**



*Kick back, relax, and enjoy the
show with friends during lunch!*

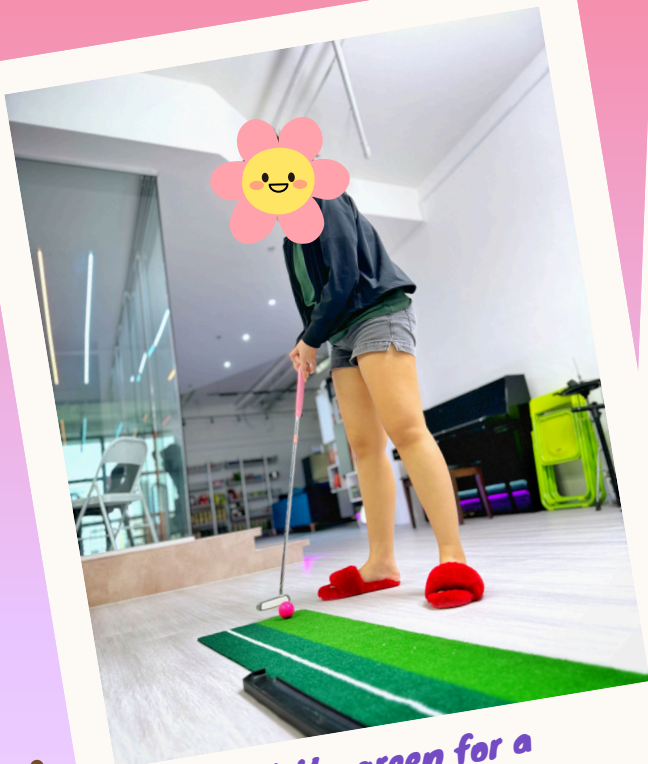


86 inch TV!



*Turn the big screen into your
karaoke playground and sing away!*

LEISURE AREA



*Hit the green for a
hole lot of fun!*



*Unleash your inner
maestro on the piano!*



*Sharpen your shots and
have a blast!*



*Cue up some fun with a
game of pool!*



BOARD GAMES



Game time! Choose your favorite and let the excitement unfold!



Lunch break? Perfect time for food, friends, and a lively card game!



Every hand is filled with laughter and good times!



SPA ROOM

*Enjoy customizable
massages and soothing
aromatherapy with our
massage chair!*



*Take a relaxation break during
lunch —this chair's got your back!*



*Unwind and catch up in the
coziest spot in the office!*



*Pantry snacks are a team effort—
chosen by our employees' requests!*

PANTRY



*Sweeten up with our
icy treats!*



*The pantry's always brimming
with goodies each month!*



Snacks are up for grabs!



Cheers!

*Sip, sip, hooray!
Refresh with our
cold drinks!*





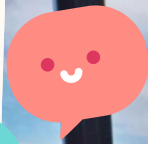
*Burn your
calories gained
from lunch!*



*Turn up the energy and
hit your fitness stride!*



CHILL & FITNESS HAVEN



*Sip coffee, spill the
tea, and soak up the
view!*





**WHAT ARE
YOU
WAITING
FOR?**

SEND YOUR CV TO
mindflex.recruitment@gmail.com

***BE PART OF
OUR AWESOME TEAM TODAY!***