

## **Full-time Internship (MYR 900 per month)**

Anywheel is the youngest Singapore-based mobility sharing platform in Southeast Asia, offering a sustainable eco-friendly alternative for the first and last mile commute. Anywheel is headquartered in Singapore and expanding across Southeast Asia.

As a full time Intern, you will have the chance to dive into a fast paced and exciting space of shared mobility through a combination of dedicated mentoring and getting hands-on. You will have the chance to flex your academic knowledge, critical thinking and problem solving skills to make things happen in the areas of Marketing and Operations. You will also get the chance to connect with our regional offices across Southeast Asia to gain valuable experience, hands-on exposure in different markets!

Primary Location : Penang

Department : Marketing  
Operations

Tenure : Full-time 3 or 6 Months

Please apply with your updated resume, stating your academic achievement and extra-curricular activities and indicating internship start & end date.

Email to [Johan@anywheel.sg](mailto:Johan@anywheel.sg) or for further inquiries whatsapp +65 8458 2207

## **Customer Service Coordinator (MYR2500 per month)**

Anywheel is the youngest Singapore-based mobility sharing platform in Southeast Asia, offering a sustainable eco-friendly alternative for the first and last mile commute. Anywheel is headquartered in Singapore and expanding across Southeast Asia.

As a Customer Service Executive, you will be the first point of contact for our customers and engage with them on mobile, email, social media and chat.

### **What You'll Do**

- Manage telephone, chat and email service support to customers in a timely and effective manner for all products.
- Work closely with Operations Department to investigate customers' complaints and to identify root causes and implement improvement initiatives.
- Maintain high level of customer engagement with focus on customer satisfaction and loyalty.
- Escalate appropriate customer's complaints or inquiries to the relevant department or management.
- Assist in establishing, tracking and monitoring customer satisfaction standards and other performance metrics.
- Any ad-hoc duties as prescribed by management.

### **What You'll Need**

- Minimum Diploma/Bachelor's degree.
- 3 years of experience in a similar capacity is preferred but not necessary.
- Applicants with no prior experience but possess a strong willingness to learn may be considered for this role.
- Excellent communication and problem-solving skills.
- Ability to thrive in a deadline driven, fast-paced environment.
- This position requires you to work 6 days a week and on shifts as and when necessary.
- Good written and verbal communication skills in English, Bahasa Malaysia and Chinese.

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## **Marketing Lead/AM Ambassador (MYR2500 per month)**

Anywheel is the youngest Singapore-based mobility sharing platform in Southeast Asia, offering a sustainable eco-friendly alternative for the first and last mile commute. Anywheel is headquartered in Singapore and expanding across Southeast Asia.

The Marketing Executive will be responsible for growing brand awareness, reach and usage in the target markets and segments.

### **What You'll Do**

- Develop and execute tactical marketing campaigns.
- Bring in new marketing channels or capabilities, as needed.
- Develop and execute metrics-driven strategies focused on engaging with and growing Anywheel social community in Penang.
- Create and deploy a diverse range of platform-specific programs and integrated campaigns that involve numerous aspects of outbound social-based communications mechanisms.
- Partner with key stakeholders and groups to develop and publish content on social platforms.

### **What You'll Need**

- Bachelor's degree.
- 3 years of experience in marketing for a consumer-based technology brand or social marketing for a consumer brand.
- Applicants with no prior experience but possess a strong willingness to learn may be considered for this role.
- Proven track record of building a consumer or lifestyle brand's social presence and community relations.
- Experience generating campaign ideas and successfully executing the ideas to drive measurable business value.
- Proficiency in social - content, organic and paid - platforms and analytics tools.
- Ability to thrive in a deadline driven, fast-paced environment.
- Excellent presentation and writing skills.

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## **Operations Lead (MYR 2500-3000 per month)**

Anywheel is the youngest Singapore-based mobility sharing platform in Southeast Asia, offering a sustainable eco-friendly alternative for the first and last mile commute. Anywheel is headquartered in Singapore and expanding across Southeast Asia.

As an Operations Lead, you will lead a high performing team of Field Technicians responsible for ensuring our mobility devices are charged, rebalanced and serviced in market.

### **What You'll Do**

- Lead an operations team of 3-5.
- Make strategic decisions to prioritize within your functional area; guide and set goals for the overall team.
- Drive the team towards meeting key KPI's and keep your team accountable.
- Develop and coach your team and influence others.
- Identify operational weaknesses and help improve or innovate new processes and products.
- Ability to both plan and execute projects of varying urgency and scope with minimal guidance
- Positively lead the team through the complexities of a fast growing and dynamic startup.
- This position requires you to work 6 days a week and on shifts as and when necessary.

### **What You'll Need**

- Bachelor's degree.
- 3 years of work experience in logistics or tech-transportation with at least 2-3 years of people management.
- Applicants with no prior experience but possess a strong willingness to learn may be considered for this role.
- Demonstrated ability to deliver results in a complex operational environment.
- Demonstrated ability to lead and develop people.
- Analytical and critical thinking ability.
- Strong communication and organization skills.
- Self-Starter that radiates positivity and possess a “can-do” attitude.
- Must be able to perform shift, work on Sunday and public holidays.
- Possess a personal smartphone.

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## **Field Technician (MYR1800 per month)**

Anywheel is the youngest Singapore-based mobility sharing platform in Southeast Asia, offering a sustainable eco-friendly alternative for the first and last mile commute. Anywheel is headquartered in Singapore and expanding across Southeast Asia.

As a field technician, you will be responsible for ensuring our mobility devices are charged, rebalanced, serviced and repaired in market.

### **What You'll Do**

- Ability to service and repair bicycles and scooters
- Attend to all assigned tasks during shift hours and ad-hoc standby on call (after shift)
- Deploy, Collect & Retrieve Scooters from Anywheel's Network of Parking Stations Across respective Cluster/Zones.
- Redistribute and Rebalance mobility devices throughout our Network of Stations using In-House Operator's App.
- Maintain professional conduct and image when handling Anywheel Branding and all its Assets.
- You will be required to move mobility devices To & Fro Nearest Car-park or Loading Area to Parking Stations. (Multiple Trips may be required)
- Swapping of Batteries and basic on site maintenance of mobility devices required.
- Maintain accurate data recording of daily activities and tasks using Google Sheets & Whatsapp.
- Any other Ad-hoc duties that may be lawfully required by immediate supervisor.

### **What You'll Need**

- Able to perform basic troubleshooting of mechanical or electrical.
- Able to perform basic maintenance for wheeled devices
- Possess a valid driving license
- Basic computer knowledge in MS Excel will be an advantage
- Possess a personal smartphone
- This position requires you to work 6 days a week.
- Must be able to perform shift and work over Sunday and public holidays

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## **Office Executive (MYR2500 per Month)**

### **What You'll Do**

- Responsible for full spectrum of Human Resource and Administration function
- Manage and handle all business dealing with company secretary, government agencies, payments and claims
- Prepare monthly staff attendance and maintain employee's records
- Recording office expenditure and managing budget
- Maintain supplies of stationery and equipment
- Maintain the upkeep of the office and arranging for the necessary repair
- Assist in onboarding new employees
- Provide logistics support for management visit
- Perform ad-hoc task/assignments as per management's requirement

### **What You'll Need**

- Diploma/Degree in Business Administration or equivalent
- Minimum 2 years of working experience in consumer-based or transportation industry
- High computer literacy
- Good written and verbal communication skills in English, Bahasa Malaysia and Chinese.

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