

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Brand Ambassador

Process Coach

Home Office PERColator

Communications Associate

Click on a name to learn more!

B happy • have fun • make friends • love people • drink great coffee

WHAT ARE THE BENEFITS OF WORKING AT THE HOME OFFICE?

Paid Time Off*

- Up to 17 PTO days per year
- 1 week vacation on your first day
- All standard holidays (and then some)!
- 3 month paid leave of absence (after every 5 years)

Health Care for a very low contributory cost*

Retirement Plan with employer match

Gym membership in the building

FREE Coffee at the Home Office Training Center

*For all full-time positions

Resumes should be sent to jobs@biggby.com.
Include the job title in the Subject line.



**Job Opening at the
BIGGBY® COFFEE Home Office**

**2501 Coolidge Road, Suite 302
East Lansing, MI 48823**

Title: Brand Ambassador

Type: Full Time

Salary: \$15.55/hour
\$450 monthly car allowance
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

Click here for the complete job description: [HERE](#)

To Apply: Please send your resume to jobs@biggby.com before March 31, 2017. Please include job title in Subject Line.

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Global Orange Development, LLC is an Equal Opportunity Employer.

JOB DESCRIPTION

Brand Ambassador | Brand Sphere

Description:

The Brand Ambassador is an outgoing, self-motivated, and creative individual who is dedicated to inspiring the public to visit our stores while building the BIGGBY® COFFEE brand.

Direct Supervisor: Digital Strategy Manager | Brand Sphere

Responsibilities and Duties:

- Educate and work alongside the Owner/Operators and staff members of BIGGBY® COFFEE stores to increase their cup count using our programs for community involvement, guerrilla marketing, social media, and other local marketing initiatives outlined in our playbooks.
- Build and maintain a relationship with Owner/Operators that demonstrates a dedication to helping them grow their business based on their individual needs.
- Perform follow-up analysis of programs and communicate results to operators using multiple mediums to include email, phone, and file sharing.
- Generate reports based on the data provided.
- Build the knowledge base contained in our playbooks by documenting new best practices and tracking industry standards.
- Staff experiential marketing events, directly representing the BIGGBY® COFFEE brand, and coordinate store participation.
- General tasks relating to building the BIGGBY® COFFEE brand.

Experience:

- Experience with training staff on marketing initiatives is a must.
- BIGGBY® COFFEE experience is a BIGG plus!
- Must be able to demonstrate the ability to navigate standard formatting and functions within the Microsoft Office suite, including: Excel, Outlook, Word, and Power Point.
- Strong organizational skills.
- Strong interpersonal and written communication skills.

Requirements:

- This position requires the ability to communicate effectively in written and spoken English.
- Expressing or exchanging ideas by means of spoken word.
- Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently
- Protracted periods of standing are required when working behind the line in our stores.
- Working behind the line in our stores requires the frequent use of all five senses.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Travel is a necessary component of this position. Must have a valid driver's license and be able to travel from market to market.
- Travel may also necessitate hotel stays of five days or more when traveling to remote markets or when assisting with new store openings/training.
- Must be able to personally pay for business related travel expenses including food and other operational expenses, until reimbursed in accordance with the company expense reimbursement policy.
- Flexible scheduling—there may be non-standard hours of business for this position.
- Must comply with the Best Sphere Appearance & Uniform Policy.



**Job Opening at the
BIGGBY COFFEE Home Office**

**2501 Coolidge Road, Suite 302
East Lansing, MI 48823**

Title: Process Coach

Type: Full Time

Salary: \$32,350/annually
\$450 monthly car allowance
Laptop and Cellphone provided
Health, Retirement & Other Benefits offered
Free coffee, of course!

To Apply: send your resume to jobs@biggby.com before March 17, 2017. Please include job title in subject line.

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JOB DESCRIPTION

Process Coach

Description:

The Process Coach is a member of the Operations Department, responsible for collecting and reporting data on the performance of BIGGBY COFFEE stores through site and procedural inspections at BIGGBY COFFEE store locations.

Direct Supervisor: Franchise Profitability Coach

Responsibilities and Duties:

- Schedule inspections with store operators with email communication and following up with an Outlook calendar invite at least two weeks prior to the scheduled inspection.
- Perform the inspection, recording scores and detailed notes when necessary to explain scoring. Answer any questions the staff, Manager, Operator or Franchisee may have regarding the inspection.
- Following the inspection, send a short summary email to the Franchise Profitability Coach or Operations Mentor who is responsible for the store that was inspected.
- Suggest updates of inspection form when necessary.
- Assist as needed with broad Operations Department objectives such as the development and upkeep of training materials, facilitating training functions, and upkeep of the Training Center.
- Assist with Store Walk through Inspections, Store Trainings and Openings as needed.
- Conduct PERC Pop-Ins as needed.
- Conduct or assist with other classes, seminars, etc. that are conducted by the Operations Department.
- Other duties as assigned

Experience:

- Must be able to demonstrate the ability to navigate standard formatting and functions within the Microsoft Office suite, including: Excel, Outlook, Word and Power Point. Experience with Publisher is ideal.
- Must be able to conduct store trainings, walk-throughs inspections and act as the second on store openings.

Requirements:

- Travel is a necessary component of the Process Coach position. The Process Coach must have a valid driver's license and the ability to travel from market to market. Travel may also necessitate hotel stays when traveling to remote markets.
- Protracted periods of standing are required when working behind the line in our stores.
- The Process Coach must demonstrate the ability to communicate effectively in written and spoken English.
- Working behind the line in our stores requires the frequent use of all five senses.
- The Process Coach must comply with the Operations Department Appearance & Uniform Policy. Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Expressing or exchanging ideas by means of spoken word.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently.
- Travel may also necessitate hotel stays of five days or more when traveling to remote markets or when training at new store openings/trainings.



Job Openings on the Horizon BIGGBY COFFEE Home Office

Title: Home Office Percolator

Type: Full Time

Salary: \$28,710/year
\$450 Monthly Car Allowance
Laptop and Cellphone provided
Health, Retirement & Other Benefits available
Free coffee, of course!

Click here for the complete job description: [HERE](#)

To Apply: send your resume to jobs@biggby.com before March 17, 2017.

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JOB DESCRIPTION

Home Office PERColator

Description:

The Home Office PERColator (HOP) is a member of the Operations Department and is responsible for building the culture of PERC in BIGGBY stores by educating operators and employees through training and procedural evaluations.

Direct Supervisor: Operations Programs Specialist

Responsibilities and Duties:

- Conduct New Barista Training
- Provide support during Store Opening Week
- Conduct PERC Pop-Ins each month for your designated group of stores
- Conduct or assist with other classes, seminars, etc. that are conducted by the Operations Department.
 - BIGGBY Nation Events
 - In-Store "Blitz-Style" Training Sessions
 - Forums and Learning Sessions at the Annual Franchise Meeting
 - New Franchisee Training
- Assist as needed with broad Operations Department objectives such as training videos and upkeep of the Training Center.
- Other duties as assigned

Experience:

- Must be able to demonstrate the ability to navigate standard formatting and functions within the Microsoft Office suite, including: Excel, Outlook, Word and Power Point. Experience with Publisher is ideal.

Requirements:

- This position requires the ability to communicate effectively in written and spoken English.
- Expressing or exchanging ideas by means of spoken word
- Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently
- Protracted periods of standing are required when working behind the line in our stores.
- Working behind the line in our stores requires the frequent use of all five senses.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Travel is a necessary component of the HOP position. The HOP must have a valid driver's license and the ability to travel from market to market.
- Travel may also necessitate hotel stays of five days or more when traveling to remote markets or when assisting with new store openings/training.
- The HOP must be able to personally pay for business related travel expenses including food and other operational expenses, until reimbursed in accordance with the company expense reimbursement policy.
- Flexible scheduling—there are no standard hours of business for the HOP position.
- The HOP must comply with the Operations Department Appearance & Uniform Policy.



**Job Opening at the
BIGGBY COFFEE Home Office**

**2501 Coolidge Road, Suite 302
East Lansing, MI 48823**

Title: Communications Associate

Tuesday-Thursday 9AM-6PM
Friday-Saturday 5AM-2PM

Type: Full Time

Salary: \$12.90/hour
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

Click here for the complete job description: [HERE](#)

To Apply: send your resume to jobs@biggby.com before Thursday January 13, 2017. Please include **Communications Associate** in Subject Line.

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**Job Opening at the
BIGGBY COFFEE Home Office**

**2501 Coolidge Road, Suite 302
East Lansing, MI 48823**

Title: Communications Associate

Tuesday-Saturday 10:00 AM- 7:00 PM

Type: Full Time

Salary: \$12.90/hour
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

Click here for the complete job description: [HERE](#)

To Apply: send your resume to jobs@biggby.com before March 10th, 2017. Please include **Communications Associate** in Subject Line.

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Global Orange Development, LLC is an Equal Opportunity Employer.

JOB DESCRIPTION

Communications Associate

Description:

The Communications Associate is a highly organized, self-motivated, tech-savvy individual who is dedicated to helping find answers for BIGGBY Nation.

Direct Supervisor: Assistant Customer Service Manager

Responsibilities and Duties:

- The go-to for anyone in BIGGBY Nation with a question. They will use in-house resources, documentation, and personnel to help find answers.
- Facilitate conversations between BIGGBY Home Office staff with our franchisees and customers to get answers for them, provide tools, and make sure that they leave the conversation even BIGGER BIGGBY #fanatics!
- Respond to customer feedback
- Manage record of communication between the Home Office and BIGGBY Nation.
- Generate reports based on the data provided by these communications.
- Build our knowledge base by documenting answers and solutions.
- General tasks relating to brand satisfaction.
- Other duties as assigned

Experience:

- Must have experience working with Microsoft programs (Outlook and Excel are helpful).
- Experience in database management is a plus.
- Strong organizational skills.
- Strong telephone and written communication skills.

Requirements:

- This position requires the ability to communicate effectively in written and spoken English.
- Expressing or exchanging ideas by means of spoken word.
- Perceiving the nature of sounds at normal speaking levels with or without correction, and having the ability to receive detailed information through oral communication.
- Exerting up to 20 pounds occasionally and/or up to 10 pounds frequently.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Generally works in an office environment.