

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Support Technician

Process Coach

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 Openings on the Horizon BIGGBY® COFFEE Home Office

Title: Support Technician

Type: Full Time

Salary: \$13.80/hourly
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 September 15th, 2017.

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Global Orange Development, LLC is an Equal Opportunity Employer.

JOB DESCRIPTION

Support Technician

Description:

The Support Technician is a self-motivated customer-service oriented individual with varied skill sets in troubleshooting computers and building, staging and installing basic desktop and network setups for our retail locations as well as the Home Office.

Direct Supervisor: Tech Support Manager

Responsibilities and Duties:

- Phone and remote assistance technical support for a variety of issues
 - Windows operating systems
 - Networking
 - Application support
 - POS software support
 - Phone Support
 - Remote Support
 - Home Office Support
- Building, staging and installing computer systems
- Logging technical support histories via tickets
- Inventory management
- On-call emergency support
- Configure and ship replacement hardware
- Other duties as assigned

Preferred Experience:

- Windows XP and Windows 7 troubleshooting
- Network troubleshooting
- Operating system installation
- Hands-on hardware setup
- Customer service in technical support or retail applications

Requirements:

- Must demonstrate 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.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently
- Ability to work weekends
- Must demonstrate the ability to navigate standard formatting and functions within the Microsoft Office Suite including: Outlook, Excel, Word and Power Point.
- Travel is a necessary component of the IT Support position; a valid drivers' license and the ability to travel from market to market is required. Travel may necessitate hotel stays when traveling to remote market areas.



**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
September 22, 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.