

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Support Technician
Engagement Innovator

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
February 16, 2018.

Make friends. Have fun. B Yourself. Share great coffee.

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: Engagement Innovator

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 1, 2018. Please include job title in Subject Line.

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JOB DESCRIPTION

Engagement Innovator

Description:

The Engagement Innovator is a self-motivated and highly organized individual with acute attention to detail who has the desire to help BIGGBY® Nation continue to grow through Advertising and Marketing. They enjoy planning, data analysis, and have the ability to communicate results effectively.

Direct Supervisor: Brand Manager | Engagement

Responsibilities and Duties:

- Responsible for working with our Owner/Operators on marketing plans and marketing questions.
- Assist new stores with creating/executing Grand Opening Marketing Plans.
- Assist existing stores in creating/executing Marketing Plans and Advertising Initiatives.
- Work with our Owner/Operators and Co-Op Leaders to ensure Marketing Plans and Promotional Campaigns are being executed appropriately.
- Analyze the effectiveness of store level/market level (co-op)/system-wide advertising and marketing through various reporting methods.
- Update relevant Playbooks and materials as needed.
- Provide administrative support for events as needed.
- Hold meetings with Owner/Operators and attend Grand Openings as required.
- Other duties and presentation as they are assigned.

Experience:

- Positive and direct communication skills are essential.
- Extensive knowledge of Microsoft Office with an emphasis on Outlook and Excel.
- Problem solving, process improvement and decision making abilities.
- Strong organizational skills.
- Strong telephone and written communication skills.
- Strong presentation skills in front of large group is a plus.

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.
- Travel is a necessary component of this position. The applicant must have a valid driver's license, the ability to travel from market to market and the minimum personal insurance requirements.
- 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.