

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Communications Associate

Franchise Sales Coordinator

Support Technician

Click on a name to learn more!

• make friends • have fun • B yourself • share 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

Dog friendly work environment

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: Communications Associate

Sunday-Thursday 10:00 AM- 7:00 PM

Type: Full Time

Salary: \$13.17/hour
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

CLICK HERE FOR THE COMPLETE JOB DESCRIPTION

To Apply: send your resume to jobs@biggby.com before
November 9th, 2018. 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: Manager of Store Performance

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 for franchisees and customers to 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.
- Other duties as assigned

Experience:

- Must have experience working with Microsoft programs.
- 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.
- 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.
- Comfortable working in an office environment.



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

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

Title: Franchise Sales Coordinator

Type: Full Time

Salary: \$14.09/hour
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

To Apply: send your resume to jobs@biggby.com before
October 26th, 2018. Please include job title in Subject Line.

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JOB DESCRIPTION

Franchise Sales Coordinator

Description:

The franchise sales coordinator is a highly organized, self-motivated individual who is responsible for generating and following up on leads for potential franchise owners.

Direct Supervisor: Franchise Development Sales Manager

Responsibilities and Duties:

- Be available as a resource to potential and new franchisees
- Recruit for and manage/organize Discovery Days to teach people about franchising and introduce them to our company.
- Responsible for Discovery Day activities
- Responsible for post-Discovery Day communications
- Assist in obtaining quotes from vendors as well as finding new vendors
- Maintain up-to-date files on potential, new, and existing franchisees
- Maintain up-to-date inventory and place orders as necessary with appropriate vendors
- Responsible for data tracking
- Facilitate conversation between prospective franchisees and BIGGBY COFFEE to result in franchise sales, while retaining brand cohesiveness, professionalism, and sensitivity regarding confidential information.
- Manage all record of communication between our company and prospective owners.
- Regularly complete data-driven analysis and assess results of these programs.
- Other duties as assigned

Experience:

- Must have experience working with Microsoft programs (Outlook is helpful).
- Experience in Database management is a plus.
- Experience with or interest in designing marketing plans is a plus.
- Strong writing 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



Job Openings on the Horizon BIGGBY® COFFEE Home Office

Title: Support Technician

Type: Full Time

Salary: \$14.09/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 November 9th 2018.

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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.