

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Controller
Procurement Specialist
Brand Ambassador
Communications Associate
Franchise Sales Coordinator

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: Controller

Type: Full Time

Salary: \$60,000-\$100,000/annually
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

Click here for the complete job description!

To Apply: Please send your resume to jobs@biggby.com before November 7th, 2018. Please include job title in Subject Line.

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Global Orange Development, LLC is an Equal Opportunity Employer.

JOB DESCRIPTION

Controller

Description:

The Controller is a self-motivated, highly organized and extremely attentive to detail individual with a varied skill set in accounting and interaction with people.

Direct Supervisor: Co-CEO's

Responsibilities and Duties:

- Maintain a documented system of accounting policies and procedures
- Manage outsourced functions
- Oversee the operations of the accounting department, including the design of an organizational structure adequate for achieving the department's goals and objectives
- Oversee the accounting operations of related entities, especially their control systems, transaction-processing operations, and policies and procedures.
- Ensure that accounts payable are paid in a timely manner
- Ensure that all reasonable discounts are taken on accounts payable
- Ensure that accounts receivable are collected promptly
- Oversee processing of payroll in a timely manner
- Ensure that periodic bank reconciliations are completed timely and accurately
- Ensure that required debt payments are made on a timely basis
- Maintain the chart of accounts
- Maintain an orderly accounting filing system
- Maintain a system of controls over accounting transactions
- Issue timely and complete monthly financial statements
- Coordinate the preparation of annual reports
- Recommend benchmarks against which to measure the performance of company operations
- Calculate and issue financial and operating metrics
- Manage the production of the annual budget and forecasts
- Calculate variances from the budget and report significant issues to management
- Provide for a system to calculate monthly bonuses and distributions.
- Provide financial analyses as needed, in particular for capital investments, pricing decisions, lease negotiations and new store openings/acquisitions

Experience:

- Bachelor's degree in accounting or business administration
- 5+ years of progressively responsible experience, preferably with a multi-unit restaurant or retail concept.
- Preference will be given to candidates with the Certified Public Accountant, Certified Management Accountant, or Certified Franchise Executive designations.

Requirements:

- This position requires the ability to communicate effectively in written and spoken English.
- Ability to manipulate large amounts of data.
- Knowledge of accounting principles, practices, standards, laws & regulations.
- Expressing or exchanging ideas by means of spoken word
- Perceiving the nature of sounds at normal speaking levels with or without correction. 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 well in an office environment
- Periodic weekend or evening work is expected



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

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

Title: Procurement & Contract Specialist

Type: Full Time

Salary: \$33,029/annually
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

Click here for the complete job description:

To Apply: Please send your resume to jobs@biggby.com before November 30th, 2018. Please include job title in Subject Line.

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Job Description

Best Sphere Specialist | Procurement & Contract

Description:

Successful Procurement & Contract Specialists are detail oriented, results driven individuals who excel at communication. They never stop searching for lower prices, higher quality and to increase profitability in BIGGBY® Nation. Our goal is to exceed expectations and ensure all partners receive exceptional support from the Home Office.

Direct Supervisor: Assistant Manager of Profitability

Responsibilities and Duties:

- Evaluate supplier options according to prices, quality etc. and determine the best choices
- Discover new vendors and purchase new products and check the quality and popularity of those already in our locations
- Negotiate terms of agreements to achieve the best deal for all locations
- Ensure the product quality of deliveries to locations and compliance with the contracts of purchase
- Forge and maintain trust relationships with vendors to promote profitable stakeholder relationships
- Forecast price and market trends to identify changes of balance in buyer-supplier power
- Perform cost and scenario analysis, and benchmarking
- Work as a liaison between the Home Office/Store Owners and Operators/vendors
- Build knowledge base contained in playbooks by exploring new best practices and industry standards
- General tasks relating to building the BIGGBY® COFFEE brand

Experience:

- 1-3 years proven experience as a Procurement & Contract Specialist or relevant role
- Outstanding communication abilities
- High level organizational skills
- Demonstrate ability in effective negotiation skills
- Up to speed with position best practices
- Familiarity with market research, data analysis and forecasting techniques
- Strong working knowledge of Microsoft Office including Microsoft Excel and databases
- Solid judgment along with decision making skills
- Strong leadership capabilities

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: Brand Ambassador

Type: Full Time

Salary: \$15.88/hour
\$450 monthly car allowance
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

Click here for the complete job description!

To Apply: Please send your resume to jobs@biggby.com before December 28th, 2018. Please include job title in Subject Line.

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JOB DESCRIPTION

Brand Ambassador | Best 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: Manager of Engagement and Innovation | Best 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 supporting BIGGBY COFFEE Owner/Operators and their business growth performance and 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: Communications Associate

Tuesday-Saturday 10:00AM- 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
December 28th, 2018. Please include **Communications
Associate** in Subject Line.

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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
November 30th, 2018. Please include job title in Subject Line.

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JOB DESCRIPTION

Bond Sphere Sales Coordinator

Description:

The Bond Sphere Sales Coordinator is a highly organized, self-motivated individual who is responsible for generating and following up on leads for potential owner/operators. This includes reaching out to those who inquire via phone and email, educating them on the steps to joining BIGGBY® Nation, and walking them through the steps of signing a Franchise Agreement. This is a fun, energetic sales position that will allow you to interact with a variety of people on a daily basis as well as other Spheres in BIGGBY® Nation.

Direct Supervisor: Bond Sphere Sales Manager

Responsibilities and Duties:

- Facilitate conversation between prospective owner/operators and BIGGBY® COFFEE to result in franchise sales, while retaining brand cohesiveness, professionalism, and sensitivity regarding confidential information.
- Recruit for and manage/organize Discovery Days to teach people about franchising and introduce them to our company.
- Maintain up-to-date files of phone and email conversations between potential owner/operators before and after they attend Discovery Day.
- Assist in obtaining quotes from vendors as well as finding new vendors for swag items.
- Maintain up-to-date inventory and place orders as necessary with appropriate vendors.
- Responsible for data tracking of store performance in new and existing markets.
- Other duties as assigned.

Experience:

- Previous sales experience preferred.
- Must have experience working with Microsoft Office suite.
- Experience in Database management is a plus.
- Strong verbal 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
- Must be okay with occasional travel out of state.