

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



## WE'RE LOOKING FOR:

Franchise Sales Coordinator  
Procurement Specialist  
Support Technician  
Brand Ambassador  
Brand Storyteller  
BOSS Administrator (Part Time)

Click on a name to learn more!

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## 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](mailto: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:** 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](mailto:jobs@biggby.com) before  
November 30th, 2018. Please include job title in Subject Line.

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**Global Orange Development, LLC is an Equal Opportunity Employer.**

## **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 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](mailto:jobs@biggby.com) before November 30<sup>th</sup>, 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 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](mailto:jobs@biggby.com) before November 9<sup>th</sup> 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.



**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](mailto:jobs@biggby.com) before November 16<sup>th</sup>, 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:** Brand Storyteller

**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:** Please send your resume to [jobs@biggby.com](mailto:jobs@biggby.com) before November 30<sup>th</sup>, 2018. Please include job title in Subject Line.

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## **JOB DESCRIPTION**

### **Brand Storyteller | Brand Sphere**

#### **Description:**

The Brand Storyteller is a highly motivated and creative individual with a passion for connecting with current and future BIGGBY® fanatics. This person can breathe life into stories about the BIGGBY® brand and its purpose of loving people, while inspiring the public to visit our stores.

**Direct Supervisor:** Manager of Public Relations

#### **Responsibilities and Duties:**

- Create consistent, compelling multi-media storytelling that showcases BIGGBY® Nation and considers relevant marketing trends.
- Proactively seek out storylines throughout the company to be shared with the Brand Sphere, which will support creative direction. Includes but is not limited to the vision, mission, core values, and strategic growth for BIGGBY®.
- Manage core social media channels for BIGGBY® COFFEE to include Facebook, Instagram, and Twitter.
- Create and maintain a social media calendar to include both promoted and organic content.
- Track and report social media marketing performance, to include consumer insights, with recommendations for improvements.
- Help plan, coordinate, and attend certain events within BIGGBY® Nation to help generate stories and capture multi-media content.
- Help to support a strong E-ward program and assist in increasing coupon redemptions.
- Build our knowledge base by documenting best practices and tracking industry standards.
- General tasks relating to building the BIGGBY® COFFEE brand.

#### **Experience:**

- Must have experience working with digital marketing programs (Google Analytics and Google AdWords are helpful).
- Must have experience using social media as a marketing tool (Facebook and Instagram are essential).
- 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 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.
- 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 certain store events.
- 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:** BOSS Administrator

**Type:** Part Time

**Salary:** \$13.17/hour

Please click [HERE](#) to read the full job description!

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**BIGGBY® Online Supply Store (BOSS)**  
**Part-Time Administrator (20 hours a week)**

**Description:**

The BOSS Administrator is a self-motivated, dependable, honest, customer-service oriented, quick learning individual with strong administrative skills, shipping/receiving background and invoicing aptitude. Retail/Sales/Merchandising experience is a plus! This is a part-time position that could transition to full-time in 2019.

**Direct Supervisor:** BOSS Assistant Manager

**Responsibilities and Duties:**

- Assist the BOSS Coordinator with invoicing, physical receiving and coffee/tea inventory.
- Assist the BOSS Shipping Coordinator with fulfilling orders, printing labels and receiving warehouse inventory.
- Other duties as assigned.

**Experience:**

- Extensive knowledge of Microsoft Office with an emphasis on Excel, Word and Outlook.
- Experience with inventory management preferred.
- Experience with Great Plains a plus.
- Problem solving, process improvement and decision making.

**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 and/or up to 75 pounds occasionally.
- Physical activity will include stooping, crouching, reaching, pushing, pulling, lifting, use of fingers and grasping on a regular basis.
- Ability to operate a hydraulic pallet jack.