

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



## WE'RE LOOKING FOR:

Graphic Designer  
Support Technician  
Profitability Analyst

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](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:** Graphic Designer

**Type:** Full Time

**Salary:** \$32,578/year  
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](mailto:jobs@biggby.com) before May 31<sup>st</sup>, 2019. Please include job title in subject line.

Global Orange Development, LLC is an Equal Opportunity Employer.

## **JOB DESCRIPTION**

### **Graphic Designer**

#### **Description:**

This is an entry level position for a self-motivated, highly organized and detail oriented individual with skills in graphic design and the ability to work in a fast-paced environment

**Direct Supervisor:** Vice President of Brand

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

- Work with individual stores and Co Ops to design specific marketing materials
- Produce accurate and high quality work
- Contribute ideas and design artwork to enhance materials with unique effective designs that meet the needs of a project.
- Assist in producing materials for bi-monthly marketing campaigns within specifications
- Other duties as assigned

#### **Experience:**

- Experience with Adobe Creative Suite – main focus on InDesign, Photoshop & Illustrator

#### **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:** Support Technician

**Type:** Full Time

**Salary:** \$14.21/hour  
Health, Retirement & Other Benefits offered  
Cell phone & Lap Top provided  
FREE coffee, of course!

Click [HERE](#) for the complete job description!

**To Apply:** send your resume to [jobs@biggby.com](mailto:jobs@biggby.com) before May 31<sup>st</sup>, 2019. List this job title with submission.

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## JOB DESCRIPTION Support Technician

### Description:

The Support Technician is a self-motivated, customer-service oriented individual with specialized 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:** BRAINS Sphere HR Supervisor

### Responsibilities and Duties:

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

### Preferred Experience:

- Windows 7/10 troubleshooting and installation
- Network troubleshooting
- A variety of hardware and software setup
- Customer service in technical support or retail applications
- Executing commands via Command Prompt
- Amazon Web Services
- Linux
- Office 365 – Including SharePoint

### 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.
- Must maintain the level of insurance required to operate BIGGBY fleet vehicles.



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

2501 Coolidge Road, Suite 302  
East Lansing, MI 48823

**Title:** Profitability Analyst

**Type:** Full Time

**Salary:** \$34,207/annually  
Laptop and cellphone provided  
Health, Retirement & other benefits offered  
FREE Coffee, of course!

A complete job description is included as a separate attachment.

**To Apply:** send your resume to [jobs@biggby.com](mailto:jobs@biggby.com) before May 31<sup>st</sup>, 2019. Please include job title in Subject Line.

Global Orange Development, LLC is an Equal Opportunity Employer.



## **JOB DESCRIPTION**

### **Profitability Analyst**

#### **Description:**

We are looking for an analytical, self-motivated, critical thinker to join our dynamic team as a Profitability Analyst. The Profitability Analyst must possess strong analytical, administrative and organizational skills. This role requires the ability to interpret data, assess trends and trajectories and make recommendations to Leadership to support strategic planning, business decisions and developing marketing platforms across the Organization.

**Direct Supervisor:** Best Sphere Director

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

- Analyze and interpret store level financial data
- Develop and perform product or customer level profitability analysis and performance tracking to support strategic decisions on existing products, new product development, marketing campaigns and other product related profitability decisions.
- Identify, clean, validate, and transform data into meaningful insight to help solve relevant business problems based on store level financial data.
- Occasionally perform ad-hoc reporting to answer specific inquiries
- Complete monthly reports (charts, data, and graphs) in a timely and accurate manner like monthly summary KPI meetings
- Review findings, isolate points of opportunity, trends, trajectories and areas of business and market potential
- Other duties as assigned
- Ability to perform ROI analysis on products, equipment & inventory.
- Ability to forecast product performance based on previous trends & market analysis.
- Ability to extrapolate individual financial data to market & systemwide KPIs.

#### **Experience:**

- Degree in Accounting, Finance, Economics or related field preferred. With proper education, no experience is required; however, one year of relevant experience is preferred.
- Proficient in Microsoft Office Suite – proven ability to generate graphs/charts along with a strong skillset to put together presentations for executive level reporting.
- familiarity or experience analytics and visualization tools like:
  - Excel Pivot Tables
  - Power BI
  - Tableau
  - SPSS
  - MicroStrategy



**Requirements:**

- This position requires the ability to communicate effectively in written and spoken English.
- Must have excellent written and oral communication skills including professional grammar and demeanor
- Ability to adapt to constant change and innovation. Able to deal with frequent change, delays, or unexpected events.
- Commitment to excellence and high standards
- Effectively prioritize and execute tasks in a high-pressure environment
- Desire to improve self / area / company (including pursuing additional training, if needed)
- Ability to demonstrate personal accountability, take ownership of work, and apply learned concepts
- 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.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.