

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Graphic Designer
Support Technician
Profitability Analyst
Software Developer
Innovation Specialist
Communications Associate

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 DESCRIPTION
Graphic Designer

Title: Graphic Designer

Location: East Lansing, MI

Type: Full Time

Salary: \$32,578/year

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

BIGGBY COFFEE Home Office
2501 Coolidge Road, Ste 302, East Lansing, MI 48823

JOB DESCRIPTION
Support Technician
\$14.21/hourly

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 DESCRIPTION
Profitability Analyst

Title: Profitability Analyst

Location: East Lansing, MI

Type: Full Time

Salary: \$34,207/annually

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.

Job Description

Software Developer – AngularJS, Django

Title: Software Developer – AngularJS, Django

Description:

This is an exciting opportunity to become part of a small team of software developers working on next generation point of sale and consumer focused software products. We are looking for a strong developer with a passion for learning, quality, process, and great customer experiences. Our development team is responsible for software development lifecycle including design, development, unit testing and product enhancement.

Preferred working experience in Agile methodologies (Scrum/Kanban), software integration, and quality fundamentals.

Direct Supervisor: Brains Project Manager

Responsibilities and Duties:

- Developing major application features for the platform
- Building MVP experiments for new product ideas
- Helping to architect front end / backend frameworks
- Working with designers and other team members to understand our users and help guide product decisions
- Implementing standards and practices to improve and maintain code quality
- Regular code deployments

Requirements:

- Proficient in JavaScript
- Proficient in Python
- Proficient in a modern framework (AngularJS, Django)
- Proficient in HTML / CSS
- Competency in Git
- Competency with REST and RESTful APIs
- Experience with software testing framework (Jest, Mocha, Jasmine)
- Experience with data structures, algorithm design, problem-solving, and complexity analysis
- Experience with Agile development methodologies (Scrum/Kanban)
- Linux
- Strong computer science fundamentals
- Minimum 3 years of experience
- Authorized to work in the United States
- Able/willing to work onsite in Michigan

Preferred (but not required):

- AWS
- CI/CD
- Jira
- SQLCipher 3.5
- MariaDB and Galera Cluster
- Android development
- iOS development
- QT Framework
- C++

Soft Skills:

- Passion for Computer Science, Software Development & Software Engineering
- Positive Attitude
- Attention to Detail
- Advanced Proficiency in English
- Writing and Communication

JOB DESCRIPTION
Innovation Specialist
BIGGBY COFFEE ® Home Office

Title: Innovation Specialist

Location: East Lansing, MI

Type: Full Time

Salary: \$65,000

Description:

The Innovation Specialist is a self-motivated, highly organized individual with skill in designing controlled tests, evaluating data, creating written procedures, and training materials. They must be able to foster enthusiasm around innovation to aid in successful and profitable launches for store locations. This position is also responsible for overseeing our Pilot Program and Vendor Relations.

Direct Supervisors: Innovation and Engagement Manager

Responsibilities and Duties:

- Conduct experimentation necessary to develop new products and equipment or improve/expand the current lineup of BIGGBY products.
- Work with vendors to identify and resolve issues with incoming products.
- Participate in ongoing quality assurance processes
- Manage future and existing assigned products, set objectives and report on performance.
- Work with internal teams to build recipes, nutrition information, profit margins, and suggested price for items that will be rolled out to stores.
- Work within the Profitability/Innovation/Training team to ensure process is efficient
- Review the complete BIGGBY portfolio on a regular basis looking for ways to add value and/or increase profitability through new equipment, products, and processes.
- Training Center management assistance
- Continue to oversee and develop the methodology to test and measure products and applications.

- Conduct periodic product analysis and optimize as needed.
- Oversee and manage the Fast Track Innovation Pilot Program
- Direct innovation through the research, test, and launch method to provide products for the System
- Sensory Evaluation to determine how new products perform to current standards
- Promote continuous improvement through current processes and other applicable tools and methodologies
- Other duties as assigned

Experience:

- Problem solving, process improvement, and data analysis

- Experience with Microsoft Office with an emphasis on Excel
- BIGGBY barista experience a plus
- Background in a science or food science area is a plus

Requirements:

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- 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.
- Generally, works in an office environment

JOB DESCRIPTION

Communications Associate

Location: East Lansing, MI

Salary: \$13.53/hourly

Hours: Sunday-Thursdays 5am-1pm

Full Time, with benefits!

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.
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- 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.