

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Profitability Analyst

Procurement Specialist

Process Coach

Operations Mentor

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
Profitability Analyst

Title: Profitability Analyst

Location: East Lansing, MI

Type: Full Time

Salary: \$40,000-\$70,000 based on experience

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.

BIGGBY® COFFEE Home Office

Best Sphere | Procurement & Contract Specialist

Salary: \$43,658/annually

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: Director of the Best Sphere

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.

BIGGBY® COFFEE HOME OFFICE

Process Coach

Salary: \$34,207/annually +\$450/monthly car allowance

Description:

The Process Coach is a member of the Operations Department in the Best Sphere, responsible for collecting and reporting data on the performance of BIGGBY® COFFEE stores through site and procedural evaluations at BIGGBY® COFFEE store locations.

Direct Supervisor: Best Sphere | Training Manager

Responsibilities and Duties:

- Schedule evaluations with store operators with email communication and follow up with an Outlook calendar invite at least two weeks prior to the scheduled evaluation.
- Perform the evaluation, recording scores and detailed notes to explain scoring. Answer any questions the staff, Manager, or Operator may have regarding the evaluation.
- Following the inspection, send a short summary email to the Franchise Profitability Coach or Operations Mentor who is responsible for the store that was evaluated.
- Suggest updates of evaluation form when necessary.
- Assist as needed with broad Operations Department objectives such as the development and upkeep of training materials, facilitating training functions, and upkeep of the Training Center.
- Assist with Store Walk through Inspections, Store Trainings and Openings as needed.
- Conduct or assist with other classes, seminars, etc. that are conducted by the Operations Department.
- Other duties as assigned

Experience:

- 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. Experience with Publisher is ideal.
- Must be able to conduct store trainings, walk-throughs inspections and act as the second on store openings.

Requirements:

- Travel is a necessary component of the Process Coach position. The Process Coach must have a valid driver's license, reliable vehicle, up to date vehicle insurance coverage, and the ability to travel from market to market. Travel may also necessitate hotel stays when traveling to remote markets.
- Protracted periods of standing are required when working behind the line in our stores.
- The Process Coach must demonstrate the ability to communicate effectively in written and spoken English.
- The Process Coach must be able to personally pay for business related travel expenses including gas, food, and lodging until reimbursed in accordance with the company expense reimbursement policy.
- Working behind the line in our stores requires the frequent use of all five senses.
- The Process Coach must comply with the Operations Department Appearance & Uniform Policy. Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Expressing or exchanging ideas by means of spoken word.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently.
- Travel may also necessitate hotel stays of five days or more when traveling to remote markets or when training at new store openings/trainings.

BIGGBY® COFFEE Home Office

Operations Mentor

Salary: \$37,714/annually + \$450/monthly car allowance

Description:

Operations Mentors are part of the Operations Department, and are responsible for cultivating and maintaining relationships with store owners, operators, and staff members in order to influence the execution of our operating system, operating philosophy, store sales performance, and profitability. They work with operators from the time they sign their franchise agreement, through their first year of business.

Direct Supervisor: Training Manager

Responsibilities and Duties:

- Educate operators and baristas on BIGGBY COFFEE policies & procedures
- Educate operators on growing cup count and average beverage check
- Establish a professional relationship with operators and staff members.
- Direct the store opening for PERC, Position Priorities, sales & marketing
- Guide New Owner/Operators throughout the NOOT program
- Conduct PERC training and final assessments.
- Other duties as assigned

Experience:

- 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.
- Must be able to conduct store trainings, walk-through inspections and act as the lead on store openings.

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 the Operations Mentor position. The Operations Mentor must have a valid driver's license and the ability 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.
- The OM must be able to personally pay for business related travel expenses including gas, food, and lodging until reimbursed in accordance with the company expense reimbursement policy.
- Flexible scheduling—there are no standard hours of business for the OM position.
- The OM must comply with the Operations Department Appearance & Uniform Policy.