

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Support Technician

Franchise Profitability Coach

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.

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

Franchise Profitability Coach

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

Description:

Franchise Profitability Coaches are part of the Best Sphere 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 who have graduated from the Operations Mentor Program. The FPC is the advocate for the store owner/operator while simultaneously being an advocate for the Home Office.

Direct Supervisor: Manager of Store Performance

Responsibilities and Duties:

- Meet with store owners or store operators on a quarterly basis (minimum) in person or via video conferencing call
- **Conduct QBR's or quarterly business reviews during quarterly meetings**
- Provide in store operational and marketing support
- Educate operators and baristas on BIGGBY COFFEE policies & procedures
- Educate operators on financial measures and building profitability through financial statements and/or other reporting tools.
- Establish a professional relationship with operators and staff members.
- Conduct manager in training classes.
- 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.
- Store experience is a plus
- Experience with financial statements is a plus

Requirements:

- 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.
- 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
- **Travel is a necessary component of the FPC position. The FPC must have a valid driver's license and the ability to travel from market to market as well as required insurance coverage.**

- 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 FPC 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 FPC position.
- The FPC must comply with the Best Sphere Appearance & Uniform Policy.