

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Support Technician
Process Coach
Accounts Receivable Associate (PT)
Franchise Development Administrator

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.

BIGGBY® COFFEE HOME OFFICE

Process Coach

Salary: \$34,754/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.

JOB DESCRIPTION
Part Time Accounts Receivable Associate

Salary: \$15.16-\$20.31 hourly

Description:

The Accounts Receivable Associate is self-motivated, highly organized individual that is extremely attentive to details and possess varied skill sets in office administration.

Direct Supervisor: Accounting Assistant Manager

Responsibilities and Duties:

- Completion of Accounts Receivable responsibilities
- Process banking transactions via electronic and manual methods
- Accurately invoice and provide statements for our stores
- Review and post daily sales orders
- Follow up on outstanding invoices and credits
- Preparing reports as requested
- Maintenance of Accounts Receivable Files
- Additional job duties as assigned

Experience:

- At least 1-year experience working in Accounting
- Extensive knowledge of Microsoft Office with emphasis in Excel
- Experience with Microsoft Dynamics Great Plains a plus!
- Problem solving, process improvement and decision-making skills

Requirements:

- This position requires the ability to communicate effectively to a variety of audiences in written and spoken English.
- Expressing or exchanging ideas by means of spoken word.
- Willingness to learn new procedures as needed.
- 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 DESCRIPTION

Franchise Development Administrator

Description: The Franchise Development Administrator candidate is goal-oriented, analytical and self-motivated with skills in communication, organization, and problem solving. This individual will help meet franchise development goals.

Direct Supervisor: Director of Franchise Development

Responsibilities and Duties:

- Communicate with prospective franchisees, vendors, and other stakeholders and document interactions
- Assist the Sales Department in monitoring social media and franchising website
- Complete research assignments, create presentations, update systems and generate reports as directed
- Create, manage, and maintain lead tracking, data bases, spreadsheets, and catalogues
- Schedule meetings to accommodate multiple schedules
- Act as a liaison among departments when necessary
- Scanning, filing, typing and other administrative tasks as needed
- Monitor inventory and re-order sale materials when needed
- Other tasks as assigned

Experience:

- Strong communication and problem-solving skills
- A team player with high level of dedication
- Ability to work with strict deadlines
- Works well within systems and processes
- Ability to analyze data and prepare meaningful reports
- Excellent organizational and multitasking skills
- Understanding of sales performance metrics
- Hands on experience with CRM software, MS Office, Outlook and PowerPoint

Requirements:

- This position requires the ability to communicate effectively in written and spoken English.
- Expressing or exchanging ideas by means of spoken word through public speaking.
- Ability to maintain confidentiality
- 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 but travel may be required including evenings and weekends.