

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Marketing Director
Process Coach
Accounts Receivable Associate (PT)
Franchise Development Administrator
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.

Marketing Director

JOB DESCRIPTION

Description:

BIGGBY® COFFEE seeks a Marketing Director to help tell the story of BIGGBY® to the general public, prospective Franchise Owners, and the existing fanatics of BIGGBY® Nation. This is a highly collaborative position that must influence many people outside their direct supervision.

Direct Supervisor: Integrator

Cultural values & environment:

BIGGBY® COFFEE is committed to supporting people in building a life they love. Our organization is an aspiring *conscious company*. Acceptable candidates will possess a desire to grow and a willingness to share as a professional and individual.

Our Core Values:

- **Be Better:** We believe in the power of limitless possibilities. The potential for growth lies within the person that can deliver “crazy” ideas, can discover the undiscoverable, and promotes the power of visioning what you cannot yet see. We love to build systems that work and then tear those systems apart because we have conceived that there is a better way that we have not yet found.
- **Consciousness:** To be conscious is to be present, self-aware, and mindful of others. We love you. Yes, unique and special you. And we are only interested in you bringing your complete you with you to work. You don’t need to be emotionally neutral at work (we employ humans, not robots), but we do expect that you have the ability to recognize and manage your emotions rather than allowing them to control you.
- **Courage:** We don’t expect you to be fearless, but we do expect you to challenge what you are afraid of. Do the brave thing, especially when you believe it will lead to the growth of a person or the business.
- **Kick-ass:** Do your work with such enthusiasm, intensity and passion that you leave them saying, “Wow!” Stay focused and give it everything you’ve got. If you are going home both exhausted and exhilarated every day, you are doing it right.

Responsibilities:

The following are the specific areas of responsibility for the Marketing Director:

- **Leadership:** The Marketing Director is an essential member of the leadership team. The leadership team is responsible for the day-to-day operations of the organization.
- **Identity & brand story management:** This role is charged with fostering the BIGGBY® COFFEE identity & brand story. It ensures a consistent flow of the brand story throughout the organization.
- **Lead generation:** The Marketing Director works with business development to attract new franchise owners to the system. This includes the development and management of franchisee lead generation materials, website, and marketing efforts.
- **Store marketing policy:** This position manages the development and improvement of the policies that guide new market development efforts, store openings, and promotional campaigns. The Marketing Director works with operations to ensure the intended execution and effectiveness.
- **Social channels management:** Social media channels allow us to easily and effectively communicate with the public. This role helps drive a value-based effort to coordinate the home office, regions and individual store owners.
- **Public relations:** This position maintains our public relations efforts by ensuring that the exciting news coming from BIGGBY® COFFEE finds its way to local, regional, and national news organization.
- **Brand partnerships:** This is where synergistic co-branding initiatives are managed.
- **Store design policy:** This position crafts and implements store design policy that keeps our stores looking fresh. Major design themes are created and rolled out to new and existing stores.

Experience:

- Franchisee or franchisor experience preferred
- Experience in marketing and running a marketing team
- Strong communication skills, comfortable with public speaking
- Proven ability to manage budgets
- High competence in project and stakeholder management
- Ability to analyze data and prepare meaningful reports
- High competence in digital marketing, social media marketing, and content marketing
- Hands on experience with CRM software, project management software, and MS Office Suite

Requirements:

- Bachelor's degree in business, marketing, communications, or equivalent experience
- Excellent organizational skills
- Systems and processes driven
- Effective time management skills
- Strong copywriting skills
- Attention to detail
- Professional and proactive work ethic
- Excellent interpersonal, written and oral communication skills
- Ability to maintain confidentiality
- Perceiving the nature of sounds at normal speaking levels with or without correction
- 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 screen; extensive reading
- Generally, works in an office environment but travel may be required including evenings and weekends

BIGGBY® COFFEE loves you for who YOU are. We exist to love people. Including you. Global Orange Development, LLC is an Equal Opportunity Employer. BIGGBY® does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law.

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: Build Sphere Operations Manager

Responsibilities and Duties:

- Communicate with franchise owners, vendors, and other stakeholders and document interactions
- Complete research assignments, create presentations, update systems, and generate reports as directed
- Create, manage, and maintain databases, spreadsheets, and catalogs
- Schedule meetings to accommodate multiple schedules
- Act as a liaison among departments when necessary
- Scanning, filing, typing, and other administrative tasks as needed
- Preparing purchase requisitions, expense reports, and mileage logs
- Other tasks as assigned

Experience:

- Strong communication and problem-solving skills
- A team player with a 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, project management software, and MS Office Suite

Requirements:

- 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
- 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

JOB DESCRIPTION

Communications Associate

Location: East Lansing, MI

Salary: \$13.75/hourly

Hours: Tuesday-Saturday 5am-2pm

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.
- 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.