

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Process Coach
Communications Associate
Engagement Innovator

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

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 an Outlook calendar.
- 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 Business 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
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: **Fanatic Factory Assistant Manager**

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.

JOB DESCRIPTION

Engagement Innovator

Salary: \$31,523-\$34,754

Description:

The Engagement Innovator is a self-motivated and highly organized individual with acute attention to detail who has the desire to help BIGGBY® Nation continue to grow through Advertising and Marketing. They enjoy data analysis and have the ability to communicate results effectively.

Direct Supervisor: Base Assistant Manager

Responsibilities and Duties:

- **Responsible for working with our Owner/Operators on** marketing plans and marketing questions.
- Responsible for execution and analysis of Email Marketing.
- Be able to execute and monitor Social Media plan as a backup.
- **Assist new stores with creating/executing Grand Opening** Marketing Plans.
- Assist with the planning, communicating, and analyzing of BIGG Days and Impact Initiatives
- Assist with the guerilla marketing suggestions for individual stores within Coffee Seasons
- Update & Create relevant Playbooks and materials as needed.
- **Hold meetings with** Owner/Operators as required.
- Other duties and presentations as they are assigned.

Experience:

- Positive and direct communication skills are essential.
- **Extensive knowledge of Microsoft Office with an emphasis on Outlook and Excel.**
- **Problem solving**, process improvement and decision making abilities.
- **Strong organizational skills.**
- **Strong telephone and written communication skills.**
- Basic knowledge and understanding of social media is a must.
- Experience with Social Media Ads and marketing strategies is a plus.
- Strong presentation skills in front of large group is a plus.

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.**
- **Travel is a necessary component of this position. The applicant must have a valid driver's license, the ability to travel from market to market and the minimum personal insurance requirements.**
- **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.**