

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Accounts Receivable Associate
Communications Coordinator
Graphic Designer
Support Technician

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
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

Communications Coordinator

Location: East Lansing, MI

Salary: \$14.43/hourly

Hours: Tuesday-Saturday 10am-7pm

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.

JOB DESCRIPTION

Graphic Designer

Title: Graphic Designer

Location: East Lansing, MI

Type: Full Time

Salary: \$33,099.60/year

Description:

This is an entry level position for a self-motivated, highly organized and detail oriented individual with skills in graphic design and the ability to work in a fast-paced environment

Direct Supervisor: Assistant Director of Marketing

Responsibilities and Duties:

- Work with individual stores and Co Ops to design specific marketing materials
- Produce accurate and high-quality work
- Contribute ideas and design artwork to enhance materials with unique effective designs that meet the needs of a project.
- Assist in producing materials for marketing campaigns within specifications
- Other duties as assigned

Experience:

- Experience with Adobe Creative Suite – main focus on InDesign, Photoshop & Illustrator

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
- 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

Support Technician

Salary: \$14.43/Hour	Hours: Standard 7:00 AM - 4:00 PM EST with rotational on-call shifts
Supervisor: BRAINS Sphere HR Supervisor	Level: Coordinator

Position Purpose:

The purpose of this role is to provide world class support for a cost-effective technology solution at our locations and Home Office.

Position Objectives:

All technology solutions provided to our stores and Home Office function as intended and are maintained at or above industry standards.

Responsibilities and Duties:

Primary Functions:

- Technical support for a variety of issues via OSTicket including:
 - Advanced Windows OS
 - Advanced Networking/Firewall
 - Point of Sale (Hardware and Software)
 - Remote Support
 - Corporate workstations
 - Corporate mobile devices
 - Both iPhone and Android
- Repairing and installing various computer systems
- Various project related task completion
- Accurately tracking and logging time
- On-call emergency support (including site visits as needed)
- Configuration and shipment of replacement hardware
- Other duties as communicated

Requirements:

- Windows 7/10 Advanced Knowledge
- Advanced Network troubleshooting
- The ability to navigate standard functions within:
 - Excel
 - Outlook

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- Word
- Active Directory administration
- Office 365 – Including SharePoint
- 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
- Ability to work on-site at 2501 Coolidge Road, East Lansing, MI 48823
- **Travel is a necessary component of the IT Support position; a valid driver's' 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. (within 30 days of employment)

Beneficial Experience:

- Comp TIA A+
- Comp TIA Network+
- Comp TIA Security+
- Windows Server 2012 R2
- Amazon Web Services

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.