

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



## WE'RE LOOKING FOR:

Accounts Receivable Associate  
Communications Coordinator  
Graphic Designer  
Support Technician  
Front End Developer

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](mailto: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

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

Full-Stack Developer Position  
BIGGBY COFFEE® Home Office

**Title:** Software Developer

**Location:** East Lansing, MI

**Type:** Full Time

**Salary:** \$40,000 to \$50,000

### Description

This is an exciting opportunity to become part of a team of software developers and support technicians working on next generation technologies including point of sale systems, mobile and web based apps, and other digital products focused on improving the lives of our customers. We are currently seeking a professional Technical Writer to join this expanding team. We are looking for a strong developer with a passion for learning, quality, process, and great customer experiences. Our development team is responsible for software development lifecycle including design, development, unit testing and product enhancement.

### Responsibilities

- Develop major application features
- Build MVP experiments for new product ideas and testing
- Assist with design and architecture
- Work with designers and other team members to implement effective UI/UX
- Implement and maintain standards to improve code quality
- Deploy code changes

### Requirements

- Proficient in JavaScript ES6+
- Proficient in a modern front-end framework (Vue.js, React, Angular)
- Proficient in Python
- Proficient in a modern back-end framework (Django, Flask, Node.js)
- A commanding knowledge of HTML, CSS, and how to build rich user experiences with them
- Proficient in modern build tool chains (Babel, Webpack)
- Awareness of cross-browser compatibility issues and client-side performance considerations.
- Competency in Git
- Competency with REST and RESTful APIs
- Experience with software testing framework (Jest, Mocha, Jasmine)
- Experience with data structures, algorithm design, problem-solving, and complexity analysis
- Experience operating in Linux environments
- Strong computer science fundamentals
- Minimum 3 years of experience developing Web Applications
- Authorized to work in the United States
- Able/willing to work onsite in Michigan

### Nice to Have Skills

- Experience with Agile development methodologies (Scrum/Kanban)
- AWS
- CI/CD

- Jira
- SQL
- Android development
- iOS development
- Qt Framework
- C++

#### Soft Skills

- Passion for Computer Science, Software Development & Software Engineering
- Positive Attitude
- Attention to Detail
- English Language Proficiency
- Writing and Communication