

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



## WE'RE LOOKING FOR:

Graphic Designer  
Support Technician  
Part Time Communications Coordinator  
Franchise Business Coach

Keep scrolling 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

### Graphic Designer

**Title:** Graphic Designer

**Location:** East Lansing, MI

**Type:** Full Time

**Salary:** \$36492.31/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

Updated: 04/28/2020

- 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.*

Updated: 10/9/2020

## Communications Coordinator

<b>Salary:</b> \$14.43/hourly	<b>Hours:</b> Part Time Sunday - Wednesday from 9am - 2pm Wednesday - Saturday from 9am - 2pm
<b>Supervisor:</b> Franchise Support Manager	<b>Level:</b> Coordinator

### Position Purpose:

The Communications Coordinator is a highly organized, self-motivated, tech-savvy individual who is dedicated to helping find answers for BIGGBY Nation.

### 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 needed:

- 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.

*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.*

Updated: 10/9/2020

## Franchise Business Coach

<b>Salary:</b> \$38,316.92/annually	<b>Hours:</b> Varied Schedule
<b>Supervisor:</b> Franchise Support Manager	<b>Level:</b> Senior Specialist

### Position Purpose:

The Franchise Business Coach is an outgoing, self-motivated, and creative individual who will be part of the Brand/Best Sphere. They are responsible for cultivating and maintaining relationships with store owners, operators, and staff members in order to influence the execution of our operating system, operating philosophy, store sales performance, marketing plans, and profitability. They work with stores who have graduated from the Operations Mentor Program. The Franchise Business Coach is the advocate for the store owner/operator while simultaneously being an advocate for the Home Office.

### Responsibilities and Duties:

- Build and maintain a relationship with Owner/Operators that demonstrates a dedication to helping them grow their business based on their individual needs.
- Meet with store owner/operators no less than once a quarter in person or via video conferencing call based on their preference
- Conduct quarterly business reviews (QBR's) during quarterly meetings following the BIGGBY® QBR Playbook
- Provide in store operational and marketing support
- Help formulate, write, and execute campaign packets within the BIGGBY® systemwide promotional plan
- Educate and work alongside the owner/operators and staff members of BIGGBY® COFFEE stores to increase their cup count using our programs for community involvement, guerrilla marketing, social media, and other local marketing initiatives outlined in our playbooks
- Perform follow-up analysis of programs and communicate results to operators using multiple mediums to include email, phone, and file sharing
- Educate operators and baristas on BIGGBY® COFFEE policies & procedures
- Educate operators on financial measures and building profitability through financial statements and/or other reporting tools
- Establish a professional relationship with operators and staff members.
- Conduct manager in training classes
- Other duties as assigned that help promote the execution of our operating system, operating philosophy, store sales performance, marketing plans, and profitability

### Experience needed:

- 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
- Strong organizational skills
- Strong interpersonal and written communication skills
- Store experience is a plus
- Experience with financial statements is a plus
- Experience in Guerilla or Experiential Marketing is a plus

Updated: 10/9/2020

### Requirements:

- Must have excellent written and oral communication skills including professional grammar and demeanor
- Ability to adapt to constant change and innovation. Able to deal with frequent change, delays, or unexpected events.
- Commitment to excellence and high standards
- Effectively prioritize and execute tasks in a high-pressure environment
- Desire to improve self / area / company (including pursuing additional training, if needed)
- Ability to demonstrate personal accountability, take ownership of work, and apply learned concepts
- 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 50 pounds occasionally and/or up to 20 pounds frequently.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Protracted periods of standing are required when working behind the line in our stores
- Working behind the line in our stores requires the frequent use of all five senses
- Travel is a necessary component of the Franchise Business Coach position. The Franchise Business Coach **must have a valid driver's license and the ability to travel from market to market** as well as required insurance coverage.
- Travel may also necessitate hotel stays of five days or more when traveling to remote markets or when assisting with new store openings/training.
- The Franchise Business 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.
- Flexible scheduling—there are no standard hours of business for the Franchise Business Coach position.
- The Franchise Business Coach must comply with the Operations Appearance & Uniform Policy when in stores behind the line.

*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.*