

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Communications Associate

Franchise Sales Coordinator

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 Opening at the
BIGGBY COFFEE Home Office**

**2501 Coolidge Road, Suite 302
East Lansing, MI 48823**

Title: Communications Associate

Tuesday-Saturday 11:00 AM- 7:00 PM

Type: Full Time

Salary: \$13.17/hour
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

CLICK HERE FOR THE COMPLETE JOB DESCRIPTION

To Apply: send your resume to jobs@biggby.com before
October 26th, 2018. Please include **Communications Associate**
in Subject Line.

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Global Orange Development, LLC is an Equal Opportunity Employer.

JOB DESCRIPTION

Communications Associate

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 Opening at the
BIGGBY® COFFEE Home Office**

**2501 Coolidge Road, Suite 302
East Lansing, MI 48823**

Title: Franchise Sales Coordinator

Type: Full Time

Salary: \$14.09/hour
Health, Retirement & Other Benefits offered
FREE Coffee, of course!

To Apply: send your resume to jobs@biggby.com before
October 26th, 2018. Please include job title in Subject Line.

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JOB DESCRIPTION

Franchise Sales Coordinator

Description:

The franchise sales coordinator is a highly organized, self-motivated individual who is responsible for generating and following up on leads for potential franchise owners.

Direct Supervisor: Franchise Development Sales Manager

Responsibilities and Duties:

- Be available as a resource to potential and new franchisees
- Recruit for and manage/organize Discovery Days to teach people about franchising and introduce them to our company.
- Responsible for Discovery Day activities
- Responsible for post-Discovery Day communications
- Assist in obtaining quotes from vendors as well as finding new vendors
- Maintain up-to-date files on potential, new, and existing franchisees
- Maintain up-to-date inventory and place orders as necessary with appropriate vendors
- Responsible for data tracking
- Facilitate conversation between prospective franchisees and BIGGBY COFFEE to result in franchise sales, while retaining brand cohesiveness, professionalism, and sensitivity regarding confidential information.
- Manage all record of communication between our company and prospective owners.
- Regularly complete data-driven analysis and assess results of these programs.
- Other duties as assigned

Experience:

- Must have experience working with Microsoft programs (Outlook is helpful).
- Experience in Database management is a plus.
- Experience with or interest in designing marketing plans is a plus.
- Strong writing skills.

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