

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



## WE'RE LOOKING FOR:

Communications Associate  
Franchise Sales Coordinator  
Procurement Specialist  
Support Technician  
Brand Ambassador  
BOSS Administrator (Part Time)

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 Opening at the  
BIGGBY COFFEE Home Office**

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

**Title:** Communications Associate

Sunday-Thursday 10:00 AM- 7:00 PM  
Tuesday-Saturday 10:00AM- 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](mailto:jobs@biggby.com) before November 30<sup>th</sup>, 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](mailto:jobs@biggby.com) before  
November 30th, 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



**Job Opening at the  
BIGGBY® COFFEE Home Office**

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

**Title:** Procurement & Contract Specialist

**Type:** Full Time

**Salary:** \$33,029/annually  
Health, Retirement & Other Benefits offered  
FREE Coffee, of course!

Click here for the complete job description:

**To Apply:** Please send your resume to [jobs@biggby.com](mailto:jobs@biggby.com) before November 30<sup>th</sup>, 2018. Please include job title in Subject Line.

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## Job Description

### Best Sphere Specialist | Procurement & Contract

#### Description:

Successful Procurement & Contract Specialists are detail oriented, results driven individuals who excel at communication. They never stop searching for lower prices, higher quality and to increase profitability in BIGGBY® Nation. Our goal is to exceed expectations and ensure all partners receive exceptional support from the Home Office.

**Direct Supervisor:** Assistant Manager of Profitability

#### Responsibilities and Duties:

- Evaluate supplier options according to prices, quality etc. and determine the best choices
- Discover new vendors and purchase new products and check the quality and popularity of those already in our locations
- Negotiate terms of agreements to achieve the best deal for all locations
- Ensure the product quality of deliveries to locations and compliance with the contracts of purchase
- Forge and maintain trust relationships with vendors to promote profitable stakeholder relationships
- Forecast price and market trends to identify changes of balance in buyer-supplier power
- Perform cost and scenario analysis, and benchmarking
- Work as a liaison between the Home Office/Store Owners and Operators/vendors
- Build knowledge base contained in playbooks by exploring new best practices and industry standards
- General tasks relating to building the BIGGBY® COFFEE brand

#### Experience:

- 1-3 years proven experience as a Procurement & Contract Specialist or relevant role
- Outstanding communication abilities
- High level organizational skills
- Demonstrate ability in effective negotiation skills
- Up to speed with position best practices
- Familiarity with market research, data analysis and forecasting techniques
- Strong working knowledge of Microsoft Office including Microsoft Excel and databases
- Solid judgment along with decision making skills
- Strong leadership capabilities

#### 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 Openings on the Horizon BIGGBY® COFFEE Home Office

**Title:** Support Technician

**Type:** Full Time

**Salary:** \$14.09/hourly  
Laptop and Cellphone provided  
Health, Retirement & Other Benefits available  
Free coffee, of course!

Click here for the complete job description: [HERE](#)

**To Apply:** send your resume to [jobs@biggby.com](mailto:jobs@biggby.com) before November 9<sup>th</sup> 2018.

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## **JOB DESCRIPTION**

### **Support Technician**

#### **Description:**

The Support Technician is a self-motivated customer-service oriented individual with varied skill sets in troubleshooting computers and building, staging and installing basic desktop and network setups for our retail locations as well as the Home Office.

**Direct Supervisor:** Tech Support Manager

#### **Responsibilities and Duties:**

- Phone and remote assistance technical support for a variety of issues
  - Windows operating systems
  - Networking
  - Application support
  - POS software support
  - Phone Support
  - Remote Support
  - Home Office Support
- Building, staging and installing computer systems
- Logging technical support histories via tickets
- Inventory management
- On-call emergency support
- Configure and ship replacement hardware
- Other duties as assigned

#### **Preferred Experience:**

- Windows XP and Windows 7 troubleshooting
- Network troubleshooting
- Operating system installation
- Hands-on hardware setup
- Customer service in technical support or retail applications

#### **Requirements:**

- 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
- Must demonstrate the ability to navigate standard formatting and functions within the Microsoft Office Suite including: Outlook, Excel, Word and Power Point.
- Travel is a necessary component of the IT Support position; a valid drivers' license and the ability to travel from market to market is required. Travel may necessitate hotel stays when traveling to remote market areas.



**Job Opening at the  
BIGGBY® COFFEE Home Office**

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

**Title:** Brand Ambassador

**Type:** Full Time

**Salary:** \$15.88/hour  
\$450 monthly car allowance  
Health, Retirement & Other Benefits offered  
FREE Coffee, of course!

Click here for the complete job description!

**To Apply:** Please send your resume to [jobs@biggby.com](mailto:jobs@biggby.com) before November 16<sup>th</sup>, 2018. Please include job title in Subject Line.

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## **JOB DESCRIPTION**

### **Brand Ambassador | Best Sphere**

#### **Description:**

The Brand Ambassador is an outgoing, self-motivated, and creative individual who is dedicated to inspiring the public to visit our stores while building the BIGGBY® COFFEE brand.

**Direct Supervisor:** Manager of Engagement and Innovation | Best Sphere

#### **Responsibilities and Duties:**

- 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.
- Build and maintain a relationship with Owner/Operators that demonstrates a dedication to helping them grow their business based on their individual needs.
- Perform follow-up analysis of programs and communicate results to operators using multiple mediums to include email, phone, and file sharing.
- Generate reports based on the data provided.
- Build the knowledge base contained in our playbooks by documenting new best practices and tracking industry standards.
- Staff experiential marketing events, directly representing the BIGGBY® COFFEE brand, and coordinate store participation.
- General tasks relating to supporting BIGGBY COFFEE Owner/Operators and their business growth performance and building the BIGGBY® COFFEE brand.

#### **Experience:**

- Experience with training staff on marketing initiatives is a must.
- BIGGBY® COFFEE experience is a BIGG plus!
- 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.

#### **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 50 pounds occasionally and/or up to 20 pounds frequently
- 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.
- Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Travel is a necessary component of this position. Must have a valid driver's license and be able to travel from market to market.
- Travel may also necessitate hotel stays of five days or more when traveling to remote markets or when assisting with new store openings/training.
- Must be able to personally pay for business related travel expenses including food and other operational expenses, until reimbursed in accordance with the company expense reimbursement policy.
- Flexible scheduling—there may be non-standard hours of business for this position.
- Must comply with the Best Sphere Appearance & Uniform Policy.



**Job Opening at the  
BIGGBY® COFFEE Home Office**

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

**Title:** BOSS Administrator

**Type:** Part Time

**Salary:** \$13.17/hour

Please click [HERE](#) to read the full job description!

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**BIGGBY® Online Supply Store (BOSS)**  
**Part-Time Administrator (20 hours a week)**

**Description:**

The BOSS Administrator is a self-motivated, dependable, honest, customer-service oriented, quick learning individual with strong administrative skills, shipping/receiving background and invoicing aptitude. Retail/Sales/Merchandising experience is a plus! This is a part-time position that could transition to full-time in 2019.

**Direct Supervisor:** BOSS Assistant Manager

**Responsibilities and Duties:**

- Assist the BOSS Coordinator with invoicing, physical receiving and coffee/tea inventory.
- Assist the BOSS Shipping Coordinator with fulfilling orders, printing labels and receiving warehouse inventory.
- Other duties as assigned.

**Experience:**

- Extensive knowledge of Microsoft Office with an emphasis on Excel, Word and Outlook.
- Experience with inventory management preferred.
- Experience with Great Plains a plus.
- Problem solving, process improvement and decision making.

**Requirements:**

- 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 and/or up to 75 pounds occasionally.
- Physical activity will include stooping, crouching, reaching, pushing, pulling, lifting, use of fingers and grasping on a regular basis.
- Ability to operate a hydraulic pallet jack.