

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Communications Associate
Engagement Innovator
Process Coach
Franchise Business Coach
Sales Representative

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
Communications Associate

Location: East Lansing, MI

Salary: \$13.75/hourly

Hours: Tuesday-Saturday 5am-2pm

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: **Fanatic Factory Assistant Manager**

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

Engagement Innovator

Salary: \$31,523-\$34,754

Description:

The Engagement Innovator is a self-motivated and highly organized individual with acute attention to detail who has the desire to help BIGGBY® Nation continue to grow through Advertising and Marketing. They enjoy data analysis and have the ability to communicate results effectively.

Direct Supervisor: Base Assistant Manager

Responsibilities and Duties:

- **Responsible for working with our Owner/Operators** on marketing plans and marketing questions.
- Responsible for execution and analysis of Email Marketing.
- Be able to execute and monitor Social Media plan as a backup.
- **Assist new stores with creating/executing Grand Opening** Marketing Plans.
- Assist with the planning, communicating, and analyzing of BIGG Days and Impact Initiatives
- Assist with the guerilla marketing suggestions for individual stores within Coffee Seasons
- Update & Create relevant Playbooks and materials as needed.
- **Hold meetings with** Owner/Operators as required.
- Other duties and presentations as they are assigned.

Experience:

- Positive and direct communication skills are essential.
- **Extensive knowledge of Microsoft Office with an emphasis on Outlook and Excel.**
- **Problem solving**, process improvement and decision making abilities.
- **Strong organizational skills.**
- **Strong telephone and written communication skills.**
- Basic knowledge and understanding of social media is a must.
- Experience with Social Media Ads and marketing strategies is a plus.
- Strong presentation skills in front of large group is a plus.

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.**
- **Travel is a necessary component of this position. The applicant must have a valid driver's license, the ability to travel from market to market and the minimum personal insurance requirements.**
- **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.**

BIGGBY® COFFEE HOME OFFICE

Process Coach

Salary: \$34,207/annually +\$450/monthly car allowance

Description:

The Process Coach is a member of the Operations Department in the Best Sphere, responsible for collecting and reporting data on the performance of BIGGBY® COFFEE stores through site and procedural evaluations at BIGGBY® COFFEE store locations.

Direct Supervisor: Best Sphere | Training Manager

Responsibilities and Duties:

- Schedule evaluations with an Outlook calendar.
- Perform the evaluation, recording scores and detailed notes to explain scoring. Answer any questions the staff, Manager, or Operator may have regarding the evaluation.
- Following the inspection, send a short summary email to the Business Coach or Operations Mentor who is responsible for the store that was evaluated.
- Suggest updates of evaluation form when necessary.
- Assist as needed with broad Operations Department objectives such as the development and upkeep of training materials, facilitating training functions, and upkeep of the Training Center.
- Assist with Store Walk through Inspections, Store Trainings and Openings as needed.
- Conduct or assist with other classes, seminars, etc. that are conducted by the Operations Department.
- Other duties as assigned

Experience:

- 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. Experience with Publisher is ideal.
- Must be able to conduct store trainings, walk-throughs inspections and act as the second on store openings.

Requirements:

- Travel is a necessary component of the Process Coach position. The Process Coach must have a valid **driver's license**, reliable vehicle, up to date vehicle insurance coverage, and the ability to travel from market to market. Travel may also necessitate hotel stays when traveling to remote markets.
- Protracted periods of standing are required when working behind the line in our stores.
- The Process Coach must demonstrate the ability to communicate effectively in written and spoken English.
- The Process 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.
- Working behind the line in our stores requires the frequent use of all five senses.
- The Process Coach must comply with the Operations Department Appearance & Uniform Policy. Close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading.
- Expressing or exchanging ideas by means of spoken word.
- Exerting up to 50 pounds occasionally and/or up to 20 pounds frequently.
- Travel may also necessitate hotel stays of five days or more when traveling to remote markets or when training at new store openings/trainings.

JOB DESCRIPTION

Franchise Business Coach

Salary: \$38,316.92

Description:

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.

Direct Supervisor: Store Advocacy Manager

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:

- 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

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.

JOB DESCRIPTION
BUILD Sphere Sales Representative Level 1

\$36,492 annually plus incentive compensation

Description:

The BUILD Sphere Sales Representative is a highly organized, self-motivated individual who is responsible for generating and following up on leads for potential Franchise Owners. This includes contacting those who inquire about ownership of a BIGGBY franchise via phone and email, educating them on the steps to joining BIGGBY® Nation, and walking them through the steps of signing a Franchise Agreement. This is a fun, energetic sales position that will allow the successful candidate to interact with a variety of people daily as well as other BIGGBY® Nation team members in the office and in the field.

Direct Supervisor: Director of Franchise Sales

Responsibilities and Duties:

- Interact with prospective Franchise Owners to result in franchise sales, while retaining brand cohesiveness, professionalism, and sensitivity regarding confidential information.
- Plan for and manage/organize Sales Seminars/Open Houses to educate people about franchising and introduce them to BIGGBY COFFEE.
- Coordinate and attend Franchise Expos, operate a booth to promote BIGGBY® COFFEE and facilitate conversations with potential Franchise Owners at event.
- Maintain up-to-date files and database to log interactions with potential Franchise Owners.
- Public speaking in front of large and small groups.
- Other duties as assigned.

Experience:

- Previous sales experience preferred.
- Must have experience working with Microsoft Office suite.
- Experience in database management is a plus.
- Strong oral 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 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.
- The ability at times to work a non-traditional schedule, to include early mornings, evenings and weekends
- Generally, works in an office environment, but travel overnight and on day trips may be required including out of state.