

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Graphic Designer
Base Sphere Administrator
Part Time Communications Coordinator
Franchise Business Coach
Assistant Director of Marketing

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.
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

JOB DESCRIPTION

Base Sphere Admin

Salary: \$16.71/hourly

Description:

The Base Sphere Admin is a self-motivated, highly organized and customer-service oriented individual with varied skill sets in office administration.

Direct Supervisors: Base Sphere Director

Responsibilities and Duties:

- Scheduling, coordinating and preparing the Base Sphere Director for appointments & team meetings
- Manage Base Sphere meeting invitations, calendars, reminders and logistics
- Assist Base Sphere Director with email management
- Notetaking at Base-attended meetings to include recording and forwarding action items to the appropriate persons
- Manage the Operations Department Training calendar and RSVPs for events
- Handle reporting needs for Base Sphere Director to include: Scheduling and/or building reports, producing reports in Excel and other formats, as well as posting and sharing reports as needed
- Prepare and post updates, announcements, and reminders as directed by Base Sphere Director
- Prepare monthly expense reports and purchase requisitions for Base Sphere Director
- Submit travel requests on behalf of Base Sphere Director
- Register Base Sphere Director for conferences, webinars, etc.
- Field requests for meetings from internal & external individuals
- Prioritize tasks based on urgency
- Proof-read and draft emails/documents
- Assemble presentations and/or graphs when needed
- Assist with various projects and/or events assigned by Base Sphere Director
- Act as cross-sphere communicator
- Keep information confidential
- Other duties as assigned

Experience:

- Problem solving, process improvement, and decision making
- Extensive knowledge of Microsoft Office 365 with an emphasis on Outlook, Excel, & PowerPoint
- Organizing and balancing various tasks at any given time

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.
- Reliable internet and setting to perform job remotely

Updated: 10/9/2020

Communications Coordinator

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

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Updated: 10/9/2020

Franchise Business Coach

Salary: \$38,316.92/annually	Hours: Varied Schedule
Supervisor: Franchise Support Manager	Level: 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.

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Updated: 12/1/2020

Assistant Director of Marketing (Base Sphere)

Salary: \$51,348.34-\$62,414.23/annually	Hours: Monday – Friday 8-5PM EST
Supervisor: Base Sphere Director	Level: Assistant Director

Position Objectives: The Base Assistant Marketing Director will be responsible for overseeing the other Marketing Leads/Managers within the Base Sphere to ensure performance while planning, strategizing, and communicating about our Coffee Seasons both internally and external. This person will also serve as the liaison between BIGG M and Base Marketing to ensure that there is consistency with the national brand at the store level.

Experience needed:

- 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 groups.

Requirements:

- Positive attitude with the ability to use persuasion and influence
- Knowledge of how a Franchise System works
- Ability to think strategically from a hands-off perspective while also working in a role of execution
- Ability to adapt and thrive with change

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