

THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



WE'RE LOOKING FOR:

Process Coach
Accounts Receivable Associate (PT)
Franchise Development Administrator

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.

BIGGBY® COFFEE HOME OFFICE

Process Coach

Salary: \$34,754/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 store operators with email communication and follow up with an Outlook calendar invite at least two weeks prior to the scheduled evaluation.
- 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 Franchise Profitability 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
Part Time Accounts Receivable Associate

Salary: \$15.16-\$20.31 hourly

Description:

The Accounts Receivable Associate is self-motivated, highly organized individual that is extremely attentive to details and possess varied skill sets in office administration.

Direct Supervisor: Accounting Assistant Manager

Responsibilities and Duties:

- Completion of Accounts Receivable responsibilities
- Process banking transactions via electronic and manual methods
- Accurately invoice and provide statements for our stores
- Review and post daily sales orders
- Follow up on outstanding invoices and credits
- Preparing reports as requested
- Maintenance of Accounts Receivable Files
- Additional job duties as assigned

Experience:

- At least 1-year experience working in Accounting
- Extensive knowledge of Microsoft Office with emphasis in Excel
- Experience with Microsoft Dynamics Great Plains a plus!
- Problem solving, process improvement and decision-making skills

Requirements:

- This position requires the ability to communicate effectively to a variety of audiences in written and spoken English.
- Expressing or exchanging ideas by means of spoken word.
- Willingness to learn new procedures as needed.
- 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

Franchise Development Administrator

Description: The Franchise Development Administrator candidate is goal-oriented, analytical, and self-motivated with skills in communication, organization, and problem solving. This individual will help meet franchise development goals.

Direct Supervisor: Build Sphere Operations Manager

Responsibilities and Duties:

- Communicate with franchise owners, vendors, and other stakeholders and document interactions
- Complete research assignments, create presentations, update systems, and generate reports as directed
- Create, manage, and maintain databases, spreadsheets, and catalogs
- Schedule meetings to accommodate multiple schedules
- Act as a liaison among departments when necessary
- Scanning, filing, typing, and other administrative tasks as needed
- Preparing purchase requisitions, expense reports, and mileage logs
- Other tasks as assigned

Experience:

- Strong communication and problem-solving skills
- A team player with a high level of dedication
- Ability to work with strict deadlines
- Works well within systems and processes
- Ability to analyze data and prepare meaningful reports
- Excellent organizational and multitasking skills
- Understanding of sales performance metrics
- Hands on experience with CRM software, project management software, and MS Office Suite

Requirements:

- The ability to communicate effectively in written and spoken English
- Expressing or exchanging ideas by means of spoken word through public speaking
- Ability to maintain confidentiality
- Perceiving the nature of sounds at normal speaking levels with or without correction
- 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 but travel may be required including evenings and weekends