

# THE BIGGBY® COFFEE HOME OFFICE IS HIRING!



## WE'RE LOOKING FOR:

Graphic Designer  
Franchise Development Administrator  
Base Sphere Administrator  
Communications Coordinator  
Process Coach  
Franchise Business Coach  
Store Development Coordinator  
Vendor Coordinator

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](mailto: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:** \$33,099.60/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

Updated: 9/29/2020

## Franchise Development Administrator

<b>Salary:</b> \$13.75/hourly	<b>Hours:</b> Monday – Friday 8-5PM EST
<b>Supervisor:</b> Build Sphere Operations Manager	<b>Level:</b> Associate

**Position Objectives:** Providing administrative support to the real estate and sales teams in order to keep franchise development processes running as smoothly and quickly including, but not limited to creating maps for proposed locations, drafting franchise agreements, adding cards to Trello for new stores, and other tasks based on the needs at that moment in time.

### Responsibilities and Duties:

- Complete templated documents; send for execution via DocuSign
- Plot locations on maps and complete rudimentary analyses
- Process background checks and other paperwork
- Communicate with Franchise Owners, Area Representatives, and other stakeholders to facilitate franchise development adhering to proscribed timelines
- Complete research assignments, create presentations, update systems, and generate reports as directed
- Create, manage, and maintain spreadsheets, Trello boards, and other methods of tracking data
- Schedule meetings to accommodate multiple schedules
- Monitor inventory and order as necessary
- Prepare and submit purchase requisitions and expense reports
- Scanning, filing, typing, note taking, and other administrative tasks as needed
- Other tasks as assigned

### Experience needed:

Experience with DocuSign, Trello, and/or Hubspot would be beneficial but is not a requirement.

### Requirements:

Ability to read and understand routine documents, ability to work with strict deadlines, ability to work well within documented systems and processes, ability to maintain confidentiality, and the ability to analyze data and make meaningful conclusions. Strong communication and problem-solving skills, a team-oriented mindset, and a high level of dedication. This person may need to occasionally visit the office in East Lansing, MI to mail sales material, manage inventory, and access hard files for older stores.

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Updated: 9/29/2020

## 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

<b>Salary:</b> \$14.43/hourly	<b>Hours:</b>
<b>Supervisor:</b> Franchise Support Manager	<b>Level:</b> Coordinator

### Position Purpose:

The Communications Associate 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

## Process Coach

<b>Salary:</b> \$35,568/annually +\$450 monthly car allowance	<b>Hours:</b> Varied
<b>Supervisor:</b> Assistant Manager of Training	<b>Level:</b> Specialist

### Position Purpose:

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

### 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 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. 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.

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Updated: 10/9/2020

## Franchise Business Coach

<b>Salary:</b> \$38,316.92/annually	<b>Hours:</b> Varied Schedule
<b>Supervisor:</b> Franchise Support Manager	<b>Level:</b> 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: 10/9/2020

## Store Development Coordinator

<b>Salary:</b> \$14.43/hourly	<b>Hours:</b> 8am-5pm M-F, occasional weekend work
<b>Supervisor:</b> Manager of Brand Standards & Onboarding	<b>Level:</b> Coordinator

### Position Purpose:

The Store Development Coordinator tracks the build out status of stores in construction and supports Franchise Owners through new store openings, relocations, and remodels. The Store Development Coordinator is a self-motivated and highly organized individual that helps maximize communication between Franchise Owners and the BIGGBY COFFEE Home Office.

### Responsibilities and Duties:

- Maintain positive communication and keep Franchise Owners and Area Representatives on track during build out.
- Communicate store build out status with Home Office teams.
- Maintain weekly communication with vendors regarding store opening timelines to ensure delivery deadlines are met.
- Manage introductions and relationships between new Franchise Owners and vendors during the build out process.
- Assist in maintaining the Store Opening Specification Manual and New Store Process with the most up to date standards.
- Assist the Onboarding Team with creating and building courses on the Online Learning Management System.
- Execute facility audits, final construction inspections, and any necessary follow up visits.
- Research how other concepts handle store development to assist in incorporating those into our current systems and processes.
- Other duties as assigned.

### Experience needed:

- Demonstrate the ability to navigate standard formatting and functions within the Microsoft Office.
- Strong communication skills.
- Ability to handle details on multiple projects.
- Project management experience or training is a plus.

### Requirements:

- Ability to communicate effectively in written and spoken English.
- Expressing or exchanging ideas by means of the 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 position remotely

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Updated: 10/8/2020

## Vendor Coordinator

<b>Salary:</b> \$14.43/hourly	<b>Hours:</b> 8am-5pm M-F
<b>Supervisor:</b> Director of the Base Sphere	<b>Level:</b> Coordinator

**Position Purpose:** The Vendor Coordinator is a highly organized, self-motivated, tech-savvy individual who is dedicated to helping find answers for BIGGBY® Nation, in relation to, supply issues. Successful Vendor Coordinators are detail oriented, results driven individuals who excel at communication. They never stop searching for stakeholder satisfaction, process improvement and store profitability, for BIGGBY® Nation. Our goal is to exceed expectations and ensure all partners receive exceptional support from the Home Office.

### Responsibilities and Duties:

- The go-to for anyone in BIGGBY® Nation with a vendor/supply related question. They will use in-house resources, documentation, and vendor relationships to help find answers.
- Work as a liaison between the Home Office/Store Owners/Operators/vendors
- Respond to BIGGBY® Nation ticket issues
- Generate reports based on the data provided by these communications.
- Discover new vendors, new products and check the quality and popularity of those already in our locations
- Ensure the product quality of deliveries to locations and compliance with the contracts of purchase
- Perform cost and scenario analysis, and benchmarking
- Build knowledge base contained in playbooks by exploring new best practices and industry standards
- General tasks relating to building the BIGGBY® COFFEE brand

### Experience needed:

- Solid judgment along with problem solving, process improvement, and decision making
- Outstanding communication abilities
- High level organizational skills
- Demonstrate ability in effective customer service skills
- Up to speed with position best practices
- Strong working knowledge of Microsoft Office including Microsoft Outlook, Word, and Excel
- 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

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