

Job Description: **Product Manager, Mechanical Engineering**

About the ChargeltSpot Team

[ChargeltSpot](#) is a leader in mobile device solutions. For over a decade, our intelligent locker systems have tackled real-world challenges. We started off by helping people with free and secure charging for their dying phones. Today, our intelligent, locker-based kiosk solutions are thoughtfully designed to streamline the management of enterprise-owned mobile device fleets.

At ChargeltSpot, we surround ourselves with independent thinkers who are detail-oriented, and customer obsessed. Our clients have routinely called us “the most talented team they’ve ever worked with.” We value determination, resourcefulness, imagination, and follow-through. We want people who are ready to get things done. Our focus is fierce, but it’s not all hard work. We take time to get to know each other through a daily game of Jeopardy, meals together, and nights out for karaoke. We operate a hybrid work model, with most team members working in the office a couple of days a week, and the rest remotely.

Want to know more about our company? Check out our [core values](#)!

About ARC®

ChargeltSpot’s flagship product, [ARC](#), is an intelligent device management system designed to secure, track, and charge company-owned handheld devices that employees use to do their jobs (e.g. package scan, inventory check, mPOS, etc.). ARC exists to reduce the number of missing devices, recover lost productivity, and eliminate wasted payroll consumed by managers and associates.

About the Role

As a Product Manager, Mechanical Engineering (ME), you’ll collaborate with stakeholders to spearhead ongoing product development initiatives for hardware, manufacturing, and electro-mechanical integration. You’ll also identify and implement solutions that create a delightful positive customer experience and improve operational efficiencies.

Hardware at ChargeltSpot is inextricably tied to software, so your role will inherently span both disciplines and you will serve as an advocate for hardware-focused design decisions across the company. Areas of the product that you will support the

development of include but are not limited to: proprietary PCB hardware and firmware, sheet metal and injection molding, electronics and electromechanical components, custom cable assemblies, and all of the ways these components influence the software design, data analytics, and user experience.

This role reports to the Sr. Product Manager, ME.

As a member of the Product Strategy team, you will need to be self-motivated, highly organized, and ready to tackle new tasks quickly, creatively, and efficiently. This is a cross-functional role that will interface with all departments across our company including Sales, Client Success, Operations, Engineering, Design, and Customer Support.

The Candidate

You think several steps ahead. You are relentless, strategic, and a long-term thinker. You believe the details are important, so you get them right. You find creative ways to connect with the most senior players in the prospect/client organization. You are a fast learner. You take feedback well and implement it. You care about getting to the best outcome, not about being right or wrong.

Responsibilities

- Work closely with Product, Operations, and external vendors to understand product and functional requirements, leading or coordinating cross functional projects.
- Synthesize product and functional requirements to define characteristics of potential solutions.
- Write product requirements documents, test plans, assembly instructions, and/or field replacement instructions as well as Request for Proposals for new hardware products.
- Research new or modified hardware product features that address business goals.
- Develop manufacturing SOPs and related documentation for new or modified hardware products.
- Design new hardware prototypes to validate new hardware requests and ideas with the use of SolidWorks and 3D printing for quick-turn evaluation.
- Create 3D part files and 2D drawings for new parts and brackets.
- Work with existing hardware to determine how to integrate new hardware or electrical components.
- Manage project timelines on development initiatives, identify key risks and opportunities, and conduct cost-benefit analyses.
- Update senior leadership on progress of product development initiatives

- Assist in the coordination of production runs with our contract manufacturer.
- Work on software features that intersect with hardware and impact users, clients, technicians, and our operations team.
- Contribute to the ongoing management of our Intellectual Property (IP) portfolio.
- Develop a deep understanding of the ARC product, holistically to develop the ability to answer questions, inquiries about the system and speak confidently about its hardware, software, and operational capabilities

Minimum Qualifications

- 1-3 years of experience as a Product Manager or comparable experience.
- Bachelor's Degree required. A degree in Mechanical Engineering or a related discipline is strongly preferred.
- Experience creating mechanical designs and drawings in Solidworks or other CAD software platforms.
- Strong product and user experience instinct: you have delivered products that leveraged principles in human-computer interaction.
- A passionate product focus that is always in touch with the business, the technology, and the customer.
- A data-driven and strategic mindset, with technical acumen. You enjoy working with data to identify insights, prioritize ideas and optimize features.
- Proven ability to quickly assess and diagnose technical issues and develop a root-causes analysis of the problem.
- You love the details, from estimating the impact of new features to thinking through all the potential user scenarios.
- Strong communication skills and experience distilling high-level information into clear steps that drive product strategy and business development.
- Self-motivated and organized; you must be able to work independently and manage multiple tasks simultaneously.
- A strong bias for action, and a "get it done" attitude. You are never satisfied with the status quo.
- Passion for working cross-functionally with a highly collaborative, analytical, and dynamic team.

Preferred Qualifications

- Experience working at the intersection of hardware and software.
- Experience working at a startup.
- Experience with end-to-end product development.
- Experience working with contract manufacturers.
- Experience in IoT.
- Experience with Jira, Confluence, Looker, and/or Figma.

Location

We are headquartered in Philadelphia, PA, and operate as a hybrid work environment. Candidates are expected to be in the Philly office 2-3 days per week.

Benefits

- Health, dental and vision insurance
- Health care FSA
- 401k plan with matching company contributions
- Paid time off
- Hybrid work environment

Check us out at www.chargeitspot.com and www.experiencearc.com

If you have the unique combination of skills and qualities we are looking for, please submit your resume and a cover letter expressing your motivation to apply to this position to careers@chargeitspot.com.

ChargeItSpot is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.