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## Job Description: **Product Manager, Software**

### **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.

### **Responsibilities**

- Gain a deep understanding of ARC product(s), business, customers and their experience, and market trends. Identify and fill product gaps and generate new ideas that improve customer experience and drive growth.
- **Feature Ownership** - Take ownership of product features to translate product strategy into refined product backlog and drive development from concept through launch.
- **Product Backlog Management** - Own the product backlog, ensuring user stories are clearly defined with acceptance criteria and prioritized. Work with

engineering teams to refine stories, manage trade-offs, and oversee timely, high-quality delivery of features.

- **Stakeholder Management** - Act as the primary liaison between key stakeholders and technical teams and ensure that stakeholder goals are aligned with product objectives and that their feedback is incorporated effectively.
- **Leadership in Agile Practices** - Lead Agile ceremonies as needed such as sprint planning, daily stand-ups and backlog refinements, ensuring efficient sprint execution and delivery of features. Guide cross-functional teams to ensure cohesion and forward momentum.
- **Performance Monitoring** - Identify product and process improvement opportunities by regularly assessing product performance using customer feedback and data-driven insights to refine features.
- Analysis of software features alignment with the hardware product capabilities, assessing functionality and integration with the physical hardware of ARC kiosks, to identify potential issues, optimize user experience, and inform future product development decisions.
- Establish goals to identify product opportunities and track feature(s) success.
- Ensure alignment of product features with customer needs and business objectives.
- Align closely with the QA team to evaluate testing, ensuring product quality and adherence to product requirements.
- Leverage product analytics to evaluate, understand, and improve product usage and impact for both clients and end-users.

## Qualifications

- At least 2+ years of prior experience as a Product Manager or Product Owner roles.
- At least 4+ years of overall experience in either business/systems analysis and/or product management.
- Strong understanding of Agile methodologies, including Scrum and/or Kanban, with hands-on experience managing sprints and product backlogs.
- Strong ability to synthesize customer needs and business objectives into a coherent product strategy, emphasizing clarity, impact, and alignment with company goals.
- **Technical Understanding** - Ability to understand technical requirements and constraints, manage trade-offs, and work closely with development teams to ensure feasibility and proper implementation. Knowledge of API integrations is highly desirable.

- **Problem-Solving** - Strong analytical skills and a proactive approach to problem-solving, capable of navigating ambiguity, breaking down complex issues, and identifying actionable solutions.
- **Communication** - Excellent written and verbal communication skills, with the ability to convey complex concepts to technical and non-technical stakeholders.
- **Tools** - Proficiency in project management tools such as Jira, Confluence, Trello, or equivalent, and familiarity with design systems tools such as Figma, Overflow IO, and Storybook.
- Skilled in balancing competing priorities and effectively communicating trade-offs and product decisions to stakeholders in a fast-paced environment.
- Strong facilitation and presentation skills, adept at guiding cross-functional teams through discussions and decision-making processes to achieve alignment and build consensus.
- Strong user experience instinct - You have delivered products that leverage UI/UX principles.
- Experience working at the intersection of hardware and software is strongly desired.
- Experience working at a startup is a plus.

## Location

This role is expected to work in a hybrid environment. We are headquartered in Philadelphia, PA, and expect the candidate to spend 2-3 days per week in the office.

## 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](http://www.chargeitspot.com) and learn more about ARC by ChargeltSpot at [www.experiencearc.com](http://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](mailto:careers@chargeitspot.com).

*ChargeltSpot 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.*