

## Job Description: Product Intern

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### About the Company

Launched in late 2021 to serve frontline workers, [ARC](#) was born out of the consumer-facing technology that phone charging provider ChargeltSpot brought to market in 2012. ARC is a device management solution integrated with smart lockers, designed to store, secure, and charge company-owned handheld devices (i.e., by Zebra, Honeywell, etc.) that frontline workers use to do their jobs and perform their core job functions (e.g., for package scanning, inventory lookup, task management, mobile point of sale, etc.).

Clients turn to ARC because they find that it is extremely difficult to manage and maintain their investment in enterprise mobile devices post purchase. There's a ton of waste from legacy, manual processes. Devices frequently go missing (25% annually), stop working, or run out of power – costing payroll time, money and productivity. ARC virtually eliminates these issues, ensuring that devices are functional, charged and not missing -- all while improving productivity and experience for ground teams.

Market demand for ARC has been overwhelming and the company has been growing rapidly. Device management has been a huge unmet need for decades with a problem space that is deceptively nuanced, complex and costly. ARC is uniquely positioned to solve these problems given its decade of relevant technical expertise with ChargeltSpot phone-charging lockers, our legacy mobile device product. ARC builds upon ChargeltSpot's competencies and has carried over expertise like IP (protected by 8 patents and counting), deep technical know-how, and real-world experience gained while solving similar problems in a live field environment.

Want to learn more? See the work we're doing with [Sam's Club](#).

### About the Team

At ARC, 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 the Role

We are looking for a tech-savvy, detail-oriented candidate to support our product management and quality assurance initiatives. The ideal candidate is self-motivated, highly organized, and ready to tackle new tasks quickly and efficiently.

This internship is a great opportunity for students in STEM fields who are interested in software product development, product localization, quality assurance, and agile workflows. You will work closely with the product and development teams on a range of product initiatives, including creating and reviewing user stories and supporting QA testing ahead of deployment milestones.

## Responsibilities

- Assist in writing and organizing new user stories across a range of product initiatives, feature development, and a project focused on supporting Spanish-speaking users.
- Support the refinement of the product backlog for the Localization in Spanish project, ensuring user stories are clear, prioritized, and actionable.
- Track progress of user stories throughout development sprints and flag blockers or delays.
- Collaborate with development and QA teams to review and validate completed work.
- Participate in all the agile ceremonies such as sprint planning, backlog grooming, and stand-ups
- Contribute to needed documentation, testing coordination, and project readiness updates
- Support light testing and verification of features, with a focus on functionality, usability, and localization (as applicable).

## Qualifications

- You are in the process of receiving a Bachelor's degree, preferably in a STEM field.
- You are highly detail-oriented and organized.
- You have an interest in agile product management and quality assurance.
- You have strong organizational, communication, and writing skills.
- You either have experience with or a strong interest in tools like Jira, Confluence, or similar.
- Spanish language skills are strongly preferred.
- Ability to work independently and collaborate in a fast-paced environment

## What You'll Gain:

- Hands-on experience in product management and agile development
- Exposure to real-world workflows in quality assurance, feature planning, and localization
- Familiarity with tools and processes used in cross-functional tech teams.
- Mentorship from experienced product managers and cross-functional team members
- The chance to contribute directly to product features that support a diverse range of users, including those in non-English markets.

## The Candidate

You think several steps ahead. You are relentless, strategic, and a long-term thinker. You believe the details are important and so you get them right. You find creative ways to get to the most senior people 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, and do not focus on being right or wrong.

## Internship Dates

May - August 2025 (flexible)

## Location

This is an in-person internship based out of our headquarters in Center City Philadelphia.

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).

*ARC by 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.*