Job Description: Product Manager

About the Role

ARC by ChargeItSpot is looking to hire a sharp, execution-focused Product Manager to lead feature development across ARC's hardware-software platform. You'll drive initiatives from idea to launch, working closely with engineering, QA, and stakeholders to build products that improve customer outcomes and business performance.

Responsibilities

- **Product & Market Insight –** Gain a deep understanding of ARC product(s), customer journeys, and market trends. Identify and fill product gaps and generate new ideas that improve customer experience and drive growth.
- **Feature Ownership –** Own the end-to-end lifecycle of features: define scope, shape technical and user requirements, and lead delivery from concept through launch and iteration. Serve as the go-to owner responsible for ensuring each feature aligns with customer and business outcomes.
- **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. Ensure that stakeholder goals are aligned with product objectives and that their feedback is incorporated effectively.
- **Agile Leadership –** Lead Agile ceremonies as needed, such as sprint planning, backlog refinement, and retrospectives. Foster a results-oriented environment where cross-functional teams move forward in sync.
- **Data-Driven Decision Making –** Use data analytics, usage metrics, and customer feedback to evaluate feature adoption and product health. Regularly dig into product performance to identify improvement areas, refine features, and inform product strategy.
- **Hardware-Software Alignment –** Analyze how software features integrate with physical ARC kiosk hardware. Identify compatibility issues, user experience gaps, and opportunities to strengthen the hardware-software synergy.
- **Customer-Centric Focus –** Ensure that every product decision and feature development effort stays grounded in customer needs and core business objectives.
- **Quality Assurance Collaboration –** Partner closely with QA teams to support test coverage, validate requirements, and uphold a high quality bar throughout delivery.
- **User Behavior Analysis –** Regularly leverage tools and analytics to uncover user behavior patterns, identify friction points, and guide improvements to increase product impact and usability.

Qualifications

- 3–5 years of prior experience as a Product Manager or in a Product Owner role.
- At least 4+ years of overall experience in either business/systems analysis and/or product management.
- Solid understanding of Agile methodologies, including Scrum and/or Kanban, with hands-on experience managing sprints and product backlogs.
- Strong feature ownership mindset with a demonstrated ability to drive complex initiatives from idea to execution.
- Comfortable working with APIs, integrations, and development constraints. Able to translate technical input into business language and vice versa.
- Advanced problem-solving and analytical skills with experience in exploring data sets, spotting trends, and identifying root causes to guide product decisions.
- 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.
- Demonstrated ability to deliver products that leverage UI/UX principles.
- Clear and confident communication skills, able to build alignment across teams and explain technical concepts to non-technical audiences.
- Experience working at the intersection of hardware and software is a plus.
- Experience working at a startup is also a plus.

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 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.

Location

We are headquartered in Philadelphia, PA. We are considering candidates who can work in a Hybrid work setting. You must be authorized to work in the United States.

Benefits

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

About the Company

Launched in late 2021 to serve frontline workers, ARC was born out of the consumer-facing technology that phone charging provider ChargeItSpot 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 ChargeItSpot phone-charging lockers, our legacy mobile device product. ARC builds upon ChargeItSpot'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.

ARC's Mission
Minimize Device Waste. Maximize Worker Productivity. Make Life Easier.

ARC's Vision
Be the unrivaled leader in physical device management. With more than 25,000 ARC units deployed by 2030, ARC will simplify life for more than 1,000,000 workers every day.

Want to learn more? See the work we're doing with Sam's Club and Walmart Canada.

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.

Our Core Values

- We do what we say we will do.
- Details matter. A lot.
- Bias for action.
- Customer obsession.
- Diversity and authenticity.
- No ego. Only outcome.
- Think big.

Learn more about our core values [here](#)!

Why Join Us

We're building something ambitious — and doing it with integrity, collaboration, and purpose. If our mission and values resonate with you, we'd love to hear how you'd like to contribute and be part of the journey.

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**.

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.