

Job Description: Customer Support Specialist

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.

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!](#)

About the Role

The customer service support role is primarily a phone and ticket support role. The majority of time will be spent handling client calls answering questions and concerns regarding our products and services.

Responsibilities

- Support our unique product for our clients.
- Answer incoming calls from our clients (store managers, warehouse workers, end users, etc) who have varying needs and technical skill levels.
- Answer incoming emails/tickets concerning user level issues with professionalism.
- Make outgoing calls to clients as needed to gather more information.
- Return phone calls and voicemails left by clients.
- Basic troubleshooting on our product to triage or diagnose root cause.
- Escalate issues to tier 2 or Leads if a resolution cannot be found.
- Occasional small projects as assigned.

Qualifications

- 1+ years working in a call center environment.
- Strong interpersonal and communication skills.
- Highly organized, logical, and obsessed with details.

- Enthusiastic about exceptional customer service, with solid analytical skills and the ability to think on their feet.
- Ability to effectively communicate with cross-functional teams including Operations, Client Success, and Product.
- Comfortable in a fast-paced environment and able to juggle multiple priorities calmly and efficiently.
- A solutions-oriented thinker who can confidently work through issues to resolution.
- Ability to learn our products quickly and adapt to change.

Preferred Qualifications *(a plus, but not required)*

- Bilingual in English and Spanish or French.
- Prior experience supporting software and hardware.

Location

This is primarily a remote role, with occasional travel to ChargeItSpot HQ in Old City, Philadelphia.

Schedule

The Customer Support Specialist will work five days a week including 1 weekend day.

Tuesday-Saturday 8 AM - 4 PM

Benefits

- Health, dental and vision insurance
- Health care FSA
- 401k plan with matching company contributions
- Paid time off
- Remote work
- Company Laptop Provided

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.



ARC
111 S Independence Mall E, Ste 920
Philadelphia, PA 19106

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.