

Job Description: Director of People, Systems and Culture

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

This is the first in-house HR leadership role at ARC. You'll take what's currently distributed across a part-time recruiter, an external HR partner (Humareso), and Finance, and turn it into a coherent, modern HR function. You'll combine strategic thinking with hands-on execution across systems, policies, and culture.

Responsibilities

HR Operations and Compliance

- Build and maintain HR policies, processes, and employee documentation that meet compliance standards in all states we operate.
- Partner with Humareso and Finance to manage compliance, reporting, and audits.
- Coordinate leaves of absence, workers' comp, and employment verification.
- Oversee payroll and benefits accuracy in partnership with Finance and external vendors.
- Maintain employee records and ensure data integrity across HR systems.

Employee Relations and Culture

- Serve as the primary point of contact for employee relations issues, partnering with Humareso as needed.
- Coach managers on handling performance issues, feedback, and communication with fairness and consistency.
- Lead engagement and recognition efforts that reinforce ARC's values.

- Conduct regular pulse checks and recommend actionable improvements to leadership.

Talent and Recruiting Enablement

- Partner with department heads and our part-time recruiter to plan headcount, define roles, and improve hiring processes.
- Ensure new hires have a smooth onboarding experience with clear expectations and cultural integration.
- Establish consistent compensation and job-leveling frameworks as the organization scales.

Performance and Development

- Manage and improve the company's performance review and feedback processes.
- Train managers on goal setting, performance conversations, and employee development.
- Identify opportunities for training and growth, starting with manager development and compliance education.

HR Systems and Data

- Implement a unified HRIS or PEO solution to streamline payroll, benefits, and compliance tracking.
- Create dashboards and reports that track headcount, attrition, engagement, and other key people metrics.
- Provide insights and recommendations to leadership on trends and organizational needs.

What You Bring

- 7+ years of progressive HR experience, including time in a generalist or people-ops leadership role.
- Proven ability to build HR infrastructure and processes in a fast-growing company.
- Solid understanding of employment law, compliance, and multi-state regulations.
- Experience managing vendor relationships (HRIS, PEO, benefits, payroll).
- Skilled at coaching managers and resolving employee issues with professionalism and empathy.
- Comfortable working in a hands-on, builder environment.

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



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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.

Location

Remote or hybrid possible for the right candidate. Location to be discussed. We are headquartered in Philadelphia, PA and the team operates in East Coast business hours.

Benefits

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

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.