

Job Description: Manager, Client Success

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

ChargeItSpot is looking to bring on an energetic and ambitious Manager, Client Success (MCS) to oversee, build upon, manage, and expand client accounts. The successful candidate will possess a unique combination of creative thinking, strong communication skills, strategic aptitude, and detailed execution skills. This is a diverse role that requires a natural ability to multi-task in a dynamic, fast-paced environment. Projects will vary from coordinating logistics with our Operations team, to providing feedback from the field to our Product team, to assisting in conversations and materials for our Sales team. This is truly a cross-functional, inter-departmental role that is always focused on creating an unrivaled client experience.

Responsibilities

- The MCS must be comfortable extrapolating valuable insights and compelling stories from large sets of data. ChargeItSpot solutions capture extensive consumer insights, so it will be up to the MCS to tell a compelling and informative story with data.
- On that note, the MCS must be comfortable creating interesting presentations (PowerPoint, Keynote, Prezi, etc.) and ready to speak comfortably in front of groups of executives.
- The MCS should be an organized and efficient communicator— bonus points for a pristine inbox. The MCS will be responsible for responding to client emails quickly and thoroughly.
- While the MCS position is based out of the Philadelphia office, the candidate must be willing to occasionally break out of the city of brotherly love to visit

clients in other markets. The MCS should expect to travel one to two times a month in 2–3-day intervals.

- As a member of the Client Success team, you will need to be self-motivated, highly organized, and ready to tackle new tasks quickly and efficiently. This is a cross-functional role that will interface with all aspects of our organization from
- Sales to Operations, Engineering, Product and Customer Support. You must possess a unique blend of business and technical savvy, a big-picture vision and the drive to turn that vision into reality.
- The MCS must be able to observe, think critically and innovate. ChargeItSpot is a startup, so we expect all team members to contribute to make our business better and help us grow.

Qualifications

- Excellent communication skills – written, verbal, presentation and social
- Organized and able to multitask in a rigorous environment
- An eye for design and aesthetics
- Capability to merge data analytics with storytelling to cultivate desired outcomes
- Tenacity and a strong work ethic
- Appreciation for the importance of details
- Willingness to tackle a breadth of novel projects
- Ability and willingness to travel to visit clients as needed to foster relationships

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.

Location

We are headquartered in Philadelphia, PA and the team operates in East Coast business hours. This is a hybrid position. Candidates are expected to work 2-3 days/week in the office and the team commits to working in the office together on Mondays.

Benefits

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



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

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.