

## About Overalls

It happens! Maybe it's a fender bender, or an unplanned visit to the vet. Maybe you're at the doctor for your daughter's soccer injury, or you're stranded at O'Hare. Maybe a freak ice storm burst a pipe. These things happen – all the time. And they aren't just inconveniences. Hassles (big and small) take our time, money, and mental focus, to the tune of 17% of workforce productivity.

Until now. We created Overalls to reclaim the time, joy, and money our people lose to all of life's little (and big) hassles. Overalls combines concierge-like services with vetted financial products in a delightful experience designed to save and protect people's time, money, and the things they love.

## Overalls' Company Values

- Diverse perspectives and backgrounds with shared values
- We are all thinkers and doers
- Balance of industry experts and outside perspectives
- Efficient decision-making informed by respectful debate
- Attract and unleash extraordinary talent
- Kindness, collaboration and integrity

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## About the role:

As a Family & Eldercare Coordination Specialist, you will primarily assist customers in finding and vetting children's activities (camps, tutoring, sports programs, etc), childcare providers, and eldercare services. You'll gather detailed preferences, conduct in-depth research, and ensure each recommendation meets the customer preference and pricing expectations. You may also support product research and party planning requests.

## You Will:

- Collect customer preferences around childcare (e.g., camps, tutors) or eldercare (caregiver qualifications, availability, pricing).

- Research and vet potential candidates—verify references, check background, and assess availability and cost.
- Provide concise summaries that outline pros/cons, cost estimates, and next steps for customer follow-up.
- Utilize templates for preference-gathering questionnaires and recommendation summaries.
- Determine when to escalate more complex needs to specialized experts (e.g., special-needs tutors, dementia care coordinators).
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- Consistently respond to customer inquiries with speed and accuracy, driving satisfaction and service excellence.

#### **You Bring:**

- Background or strong familiarity with childcare/eldercare (daycare centers, camps, caregiver agencies, tutoring services).
- Exceptional organizational skills: able to document preferences, manage multiple candidate profiles, and compare pricing structures.
- Strong interpersonal skills: empathy, active listening, and ability to build trust when discussing sensitive family or eldercare needs.
- Proficiency with templating tools (Google Docs, Sheets) to create and update vetting checklists and recommendation summaries.
- Comfort making outbound calls to gather references, confirm availability, and negotiate rates.

#### **Things That Would Make This Role a Good Fit for You:**

- You genuinely care about finding safe, reliable caregivers and educators for families.
- You excel at balancing detailed research with empathetic, clear communication—helping customers feel confident in your recommendations.

- You enjoy iterating on preference-gathering templates and vetting checklists to streamline the process.

**Your Availability:**

This contract role is flexible, with most family & eldercare specialists working 10–20 hours per week. Appointment coordination and calls generally occur during core business hours. Compensation is based on hours worked. Note this is a contract position.