

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

About the role:

As a Non-Medical Service Provider Specialist, you will primarily help customers locate, vet, and coordinate with various service professionals—home contractors, financial advisors, mechanics, and more. You'll ensure recommendations meet quality standards, hold proper licensing, and align with the customer's budget and availability requirements.

You Will:

- Research and identify local service providers (e.g., remodelers, HVAC technicians, financial planners, auto mechanics) using trusted review sites and credential databases.
- Verify licenses, certifications, and customer reviews to ensure credibility and quality of service.

- Confirm appointment availability and provide clear cost estimates (consultation vs. hourly rates).
- Coordinate scheduling during core business hours using Google Calendar or similar tools.
- Maintain and update templates for summarizing recommendations, vendor vetting checklists, and scheduling workflows.
- Consistently respond to customer inquiries with speed and accuracy, driving satisfaction and service excellence.

You Bring:

- Hands-on experience or strong familiarity with home improvement, financial services, or automotive industries.
- High attention to detail when vetting credentials and reading customer reviews.
- Excellent organizational skills: able to track multiple vendor details, pricing structures, and appointment slots.
- Strong written communication: clear, concise summaries that simplify decision-making.
- Comfort making outbound calls to providers and negotiating on the customer's behalf.

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

- You enjoy digging into the specifics of a service category—identifying red flags like unlicensed practitioners or inflated quotes.
- You thrive on building and refining templated processes—vetting checklists, summary formats, and scheduling workflows.
- You take pride in making sure customers have confidence in the professionals you recommend.

Your Availability:

This contract role allows for flexible hours, with most non-medical specialists working 10–20 hours per week. Appointment coordination is primarily during core business hours. Compensation is based on hours worked. Note this is a contract position.