

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 Travel Research Specialist, you will primarily support travel related requests. You will deliver concise, organized trip recommendations tailored to each customer's preferences—whether it's a weekend getaway or a complex multi-city itinerary. You'll gather detailed requirements, leverage preferred booking tools (e.g., Expedia), and deliver templates that simplify decision-making. In addition to travel requests you may also support other research related requests such as product research and event planning.

You Will:

- Collect and clarify preferences: budget, dates, amenities, and any special requirements (e.g., pet-friendly lodging, rental car needs).

- Conduct thorough research on flights, hotels, and ground transportation; generate a concise summary with multiple options.
- Prepare organized itineraries using standardized templates, including links to booking pages, fare rules, and relevant travel tips.
- Leverage “expedia tool” or analogous platforms to compare rates, identify package deals, and secure the best value.
- Consistently respond to customer inquiries with speed and accuracy, driving satisfaction and service excellence.

You Bring:

- Demonstrated expertise in travel or hospitality research (agency, corporate travel, or similar).
- Exceptional organizational skills: able to synthesize multiple data points (flight options, hotel ratings, cost comparisons) into an easy-to-digest report.
- Strong written communication: crafting clear, persuasive summaries and itineraries.
- Tech-curious mindset: comfortable using booking platforms, Google Sheets, and templating tools.
- Flexibility to work outside standard hours on occasion to accommodate global booking windows.

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

- You have a genuine passion for travel and uncovering hidden gems (hotels, local experiences, transportation hacks).
- You thrive on balancing creativity (curating unique itineraries) with structure (using templates and SOPs).
- You enjoy iterative improvement—updating templates and training materials based on feedback and evolving travel trends.

Your Availability:

This contract role offers flexibility, with compensation based on hours worked. Most travel specialists work 10–20 hours per week. Note this is a contract position.