

About Overalls

\$#!t 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' 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 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).
-
- 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.