

# Product Intro

## Brief Description

- A community site where people can post offers and requests for specific jobs (Craigslist). We're a job finding service so we charge a surcharge for making a connection (10%). We don't employ anyone.

## Roles/Actors

- Customers
- Workers
- Owner/Admin (us)

## Necessary Details

- Database
- Award jobs to young people on an equitable basis
- Opportunity for graphics/icons (lawn mowing icon)
- Spread jobs around
- Young people specify when they're available to work
  - Restrict availability
- Customers can create an account
  - Post job offers
  - Customer can add (fake) money to their account
    - They pretty much just say what they want
  - Able to blacklist workers
  - Specify tasks (drop down menu)
  - Specify time frame (Thursday morning, afternoon, evening)
- Worker can create an account
  - Earns balance from customer account when they click 'finished job' or something similar
  - 90%
  - Specify tasks they're willing to take
- Owner
  - Makes connection between customer and worker
  - Gets 10% of worker profit
- Once a job is assigned to a worker, shouldn't be able to reassign work
  - Worker needs to do the job
  - Unless maybe a blacklist so workers can blacklist customers?
- Paid after service is delivered
  - Adjustments can be made?
- Workers are automatically chosen by site and assigned to customers
- Mobile friendly

- Feedback on workers and customers
  - Did they work the whole time
  - Was the customer reasonable
  - Set areas
  - Rating system determines how many jobs you get (balanced, to an extent)

## Possible Shoulds/Coulds

- Filter by location
  - Maybe by zipcode?
- Rating system
  - Higher rating = tendency for more jobs ? (still should be fairly equitable)
- Possible manager role
- Possibility to add favorite workers
- Customer has ability to set up recurring job?
- Refund system
  - Complain to the owner button?
- Set up an alert when job is assigned
  - Email/SMS/Push?
- History tracked
  - Only available to owner/admin
- Tip system

## Other thoughts

- How and who defines how long/hourly wage or flat rate?
  - Amount can be adjusted after job is done?
  - Average time based off size of yard?
  - Consensus:
    - Probably just ask customer to estimate how long it's going to take
    - Possibly save information for how long customer job took the last time
- Privacy
  - Who gets to see names, addresses, etc?
  - Address will need to be seen by worker before job is accepted
  - Contact info will be shown after job is confirmed

## Customer Account

- Name
- Address
- Supplies contact info (a phone number)

## Worker Account

- Name

- Contact info (phone number)

## Owner Account

- Balance
- Special actions?

## General process

- Job is created
- List of jobs goes to available workers
- When a worker accepts a job, customer notified
- Customer can confirm or decline worker

## To-Do

- Figure out Musts, Should, Could, Won'ts