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 employee 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, Coulds, Won’ts