

APPLY NOW

Customer Support Agent – Remote – Entry Level – No Phone Required – \$25-\$35/hr

Description

Job Title: Work-from-Home Customer Support Associate – Beginner-Friendly

Compensation: \$25–\$35 per hour, paid weekly

Location: Remote – Open to global applicants

Schedule: Flexible 4–8 hour shifts; 15–40 hrs/week

Experience Required: None – fully entry-level

Education Required: No degree required

About the Company

A digital subscription company that delivers personal development courses and productivity tools is hiring for **beginner customer support jobs from home**. This is the perfect remote role for anyone new to support work and looking to earn stable, hourly income without needing to hop on the phone or have years of experience.

You'll assist customers through live chat and email, answering questions about access, billing, and product usage. All communication is written—no phone calls or Zoom meetings—and you'll have access to templates, training materials, and a team lead for support.

What You'll Be Doing

- Respond to customer questions using a browser-based chat and email dashboard
- Help users reset passwords, locate content, and manage billing info
- Use saved reply templates to keep responses accurate and friendly
- Escalate issues you can't solve to Tier 2 agents
- Track and tag each conversation based on the issue type
- Keep your writing calm, helpful, and clear—even when handling repeat issues

Why This Role Is Great for Beginners

You're searching for **beginner customer support jobs from home** because you want:

- A real, paid opportunity to start working online
- Structure, consistency, and guidance—not chaos or cold calls
- A quiet, text-based job that values your reliability over your resume
- Weekly pay and flexible hours without the pressure of a fast-paced call center

This is a rare entry point into remote work with long-term potential.

What You Need to Get Started

- A laptop or desktop with Chrome installed
- Reliable internet (10 Mbps or better)
- Typing speed of 40 WPM or more

Hiring organization

Remote Jobs No Degree Required

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; Australia; United Kingdom; New Zealand; Ireland; Scotland; Sweden; Belgium; Spain; Czech Republic; Brazil; France; India; South Africa; Denmark; Germany; Philippines; Mexico; India; Indonesia; Alabama, USA; Alaska, USA; Arizona, USA; Arkansas, USA; California, USA; Colorado, USA; Connecticut, USA; Delaware, USA; Florida, USA; Georgia, USA; Hawaii, USA; Idaho, USA; Illinois, USA; Indiana, USA; Iowa, USA; Kansas, USA; Kentucky, USA; Louisiana, USA; Maine, USA; Maryland, USA; Massachusetts, USA; Michigan, USA; Minnesota, USA; Mississippi, USA; Missouri, USA; Montana, USA; Nebraska, USA; Nevada, USA; New Hampshire, USA; New Jersey, USA; New Mexico, USA; New York, USA; North Carolina, USA; North Dakota, USA; Ohio, USA; Oklahoma, USA; Oregon, USA; Pennsylvania, USA; Rhode Island, USA; South Carolina, USA; South Dakota, USA; Tennessee, USA; Texas, USA; Utah, USA; Vermont, USA; Virginia, USA; Washington, USA; West Virginia, USA; Wisconsin, USA; Wyoming, USA

- Clear, friendly written English
- A quiet place to focus during your scheduled shifts
- Willingness to follow clear instructions and learn internal tools

Pay Rate & Scheduling Options

Start at \$25/hr. After your first 30 shifts and successful quality review, you may qualify for \$30-\$35/hr depending on ticket accuracy and customer satisfaction scores.

You'll schedule shifts using a weekly dashboard. Most reps choose 15-30 hours per week, and shifts are available across mornings, evenings, and weekends.

Training Timeline

- 2 hours of onboarding video content
- Practice chat and email replies with guided feedback
- A live practice shift with your team lead
- Most agents begin live shifts within 3-5 business days

A Look at a Beginner Shift

You start your 1 PM-6 PM shift. Your first chat is someone who can't find their access email—you resend it and explain where to log in. The next person wants to cancel a trial—you walk them through the steps. Later, you help someone change their billing date. Every customer is handled calmly and clearly through typing. You end your shift knowing exactly what you accomplished—and never once answered a phone.

Real Rep Reviews

"This was my first remote job and I was nervous, but the systems are easy and the training was excellent. I'm finally working from home and earning more than I did in retail." - *Karina M., Tampa, FL*

"Great for anyone just starting out. No pressure, no meetings, and real pay. I've been doing 20 hours a week while I finish school." - *Lucas R., Edinburgh, UK*

FAQs

Do I need experience to apply?

No. This role is built for beginners and includes full training.

Do I have to answer phones?

Nope. This is 100% live chat and email.

How flexible is the schedule?

Very. You choose your shifts weekly.

Can I grow into a more advanced role?

Yes. Strong performers are promoted to onboarding, training, and Tier 2 support roles.

Apply Now – Start Your Remote Career Right Here

Click the Apply Now button to land one of the most beginner-friendly **customer support jobs from home** available today. You'll train this week, earn your first paycheck next week, and never have to talk on the phone.



Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Disclosure

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