

APPLY NOW

Chat Support Associate (Work-from-Home Role – No Experience Required)

Description

Role Summary

We are working with a rapidly expanding online service company to onboard new Chat Support Associates for fully remote positions. This opportunity is perfect for individuals who want to work from home, have no prior customer service background, and do not hold a formal degree. If you're a great typist, communicate clearly, and can commit to delivering helpful and friendly online support, you can succeed in this role—regardless of previous job history.

This role involves handling text-based interactions through a live chat interface. You'll support customers by answering questions, helping with orders, and providing general account assistance. Everything happens in writing—no phone calls, no video chats, and no cold outreach. This position is ideal for those seeking stability, flexibility, and upward mobility while working remotely.

What You'll Contribute

Customer Support via Chat

You'll engage with website visitors and existing customers via real-time chat. Tasks include resolving account access issues, assisting with orders or subscriptions, and answering questions about services.

Text-Based Communication Only

All conversations happen through chat—no phone lines involved. You'll follow prepared scripts, supported by a knowledge base that offers fast solutions to common questions.

Documentation and Follow-Up

Log each conversation and tag tickets properly so that follow-ups and escalations are seamless. Attention to detail matters here.

Team Collaboration

Use internal messaging tools to communicate with your supervisor and peers. You'll receive real-time help when needed and contribute to a positive, remote-first team

Hiring organization

Remote Job Recruiting

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

environment.

Workday Snapshot

- **Start of Shift:** Log into the chat platform and review new support updates
- **Mid-Shift:** Manage simultaneous customer conversations, referencing the internal help desk as needed
- **Breaks:** Flexible, self-scheduled within your selected working hours
- **End of Shift:** Complete documentation for open tickets and log off securely

What You Need to Succeed

- Typing speed of at least 30 words per minute
- Comfortable using browser-based applications
- Fluent in written English (spelling, grammar, and clarity)
- Proactive attitude and ability to troubleshoot
- High-speed internet and a personal computer (no tablets or mobile-only devices)

Ideal Candidates

- People new to the workforce or changing industries
- Parents, caregivers, or individuals needing remote flexibility
- Job seekers without degrees or certifications
- Anyone seeking a stable online job without phones or video calls

Training & Onboarding

All new hires receive paid training that introduces you to the tools, tone, and customer service workflows. Training includes guided walkthroughs, practice chats, and a buddy system for your first week on the floor. No prior experience is expected—just a willingness to learn.

Pay & Benefits

- Starting pay ranges from \$25-\$35/hour
- Performance-based bonuses after your first 60 days
- Weekly direct deposits
- Choose from part-time or full-time schedules
- Work-from-anywhere flexibility (internet connection required)

Frequently Asked Questions

Can I work from outside the U.S.?

Yes. This is a globally available role, provided your written English skills meet our standards and your internet connection is reliable.

Is this a call center job?

No. You'll never speak with customers on the phone. Everything is handled through online chat tools.

What hours will I be expected to work?

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

You set your own schedule. Shifts are available 24/7, so early mornings, evenings, weekends, and overnight are all options.

Is there a contract?

You'll begin as a contract worker with the option to convert to long-term placement after a probationary period, based on performance.

Will I have to upsell or make sales?

No. This is not a sales role. Your focus is on service, support, and satisfaction.

Application Process

Click the application button, complete a short questionnaire, and take the written communication test. Qualified applicants will receive a follow-up within 48 hours. Once accepted, training begins shortly after, and your first paid chat shift can begin within the week.

This Job Is Right for You If...

You want to earn consistent income while working independently from home. You have strong reading and writing skills, even if you've never worked in customer service. You're self-motivated, eager to learn, and looking for a role that fits your lifestyle instead of the other way around. This chat-based support role is one of the simplest and most reliable ways to begin your remote career. Apply today and discover how far your typing and people skills can take you.



Disclosure

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