

<https://remotejobrecruiting.com/job/email-and-chat-support-jobs-remote-no-phone-flexible-hours-25-35-hr/>

APPLY NOW

Email Support Specialist – Remote – Chat Support – \$25-\$35/hr

Description

Job Title: Remote Email & Chat Support Specialist
Compensation: \$25-\$35 per hour, paid weekly
Location: Remote – Global candidates welcome
Schedule: Flexible 4–8 hour blocks, 15+ hours/week minimum
Experience Required: None – training provided
Education Required: No degree needed

About the Company

A leading subscription box company in the wellness and self-care industry is hiring for **email and chat support jobs remote** to support their growing customer base. As a support specialist, you'll work behind the scenes, responding to customer inquiries through email and live chat—no phones, no video calls, and no cold outreach.

This is the perfect job for those who thrive in text-based communication, prefer asynchronous work, and want a real opportunity to grow inside a stable, fast-moving brand.

Key Responsibilities

- Respond to support inquiries via email and chat using a browser-based dashboard
- Help customers with subscription changes, product info, billing questions, and delivery updates
- Follow response scripts and saved templates to ensure consistency and speed
- Escalate technical or account issues to specialized departments
- Document resolved tickets and categorize customer concerns
- Manage multiple conversations at once while maintaining professionalism and empathy

Why This Role Is Perfect for You

You're searching for **email and chat support jobs remote** because you want:

- Real hourly pay with weekly direct deposits
- Freedom to work from anywhere
- Zero phone calls or live meetings
- Flexible scheduling that fits around your life
- Entry-level access to a customer support career without a headset

This job gives you all of that—plus clear workflows, beginner-friendly onboarding, and room to grow.

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

What You'll Need to Get Started

- Desktop or laptop with Chrome browser
- Reliable internet (10 Mbps or higher)
- Typing speed of 45 WPM with accurate grammar
- Fluent written English
- A quiet, focused work environment

Pay Structure & Scheduling Info

Starting rate: \$25/hr

Advancement to \$30-\$35/hr available after 30 shifts based on customer satisfaction, ticket resolution accuracy, and overall chat quality.

Shifts are selected weekly via a self-scheduling platform. Choose mornings, afternoons, evenings, or weekends based on availability. Most agents work 15-30 hours weekly.

Training and Onboarding

- 2 hours of instructional video modules
- Simulated email and chat scenarios
- One feedback session with a team lead
- Full access granted within 2-4 business days of being accepted

A Day on the Job

You clock in for your 3 PM-8 PM shift. Your first email is a customer asking about a missing item—you respond with a shipping update and offer a discount. The next chat is a subscriber wanting to switch plans—you walk them through the steps using a macro. You answer 20+ support requests during your shift, all typed, all calm, all paid hourly.

Real Support Staff Reviews

"This is exactly the kind of remote job I wanted. No phones, great pay, and everything is clear. I work evenings after school and have total control over my schedule." - *Elena G., San Diego, CA*

"I've had support jobs before, but this one respects your time. I never have to jump on a call. Just emails and chat—I can even travel while I work." - *Jonas M., Berlin, DE*

FAQs

Is this job really non-phone?

Yes. It's 100% email and chat support. No calling required.

Is prior support experience required?

No. We'll train you from scratch, and templates are provided.

Can I work from outside the U.S.?

Yes. International candidates are encouraged to apply.

How flexible is the schedule?

Very. You pick your shifts every week.

Apply Now – Support from Behind the Keyboard

Click the Apply Now button to secure your spot in one of the most flexible **email and chat support jobs remote**. Train this week, set your hours, and start earning—all without ever answering a call.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

APPLY NOW

Disclosure

Disclaimer: Please note that RemoteJobRecruiting.com is NOT a recruitment agency. We are not an agent or representative of any employer.

Marketing Disclosure: This website is a marketplace. As such you should know that the owner has a monetary connection to the product and services advertised on the site. The owner receives payment whenever a qualified lead is referred but that is the extent of it.

Be sure to check out our partner sites at [Jobtacular](#)