

APPLY NOW

Email Chat Support Jobs – No Phone Calls, Remote Access, Weekly Pay | \$25–\$35/hr

Description

Job Title: Remote Email and Chat Support Agent
Compensation: \$25–\$35 per hour, paid weekly
Location: 100% Remote – Open to international applicants
Schedule: 15–40 hours/week, self-scheduled in 4–8 hour blocks
Experience Required: None – onboarding provided
Education Required: No degree necessary

About the Hiring Company

A customer-centric SaaS brand supporting subscription-based services is expanding its non-voice support team and currently hiring for **email chat support jobs**. As a digital-first company that values quiet, efficient workflows, they rely entirely on asynchronous and live message-based communication with their users. This role is perfect for individuals who want to work from home, without ever taking a phone call.

Job Overview

You will be responsible for handling inbound customer service requests that arrive through email and live chat. Common inquiries include password resets, failed logins, promo code issues, billing questions, and general account navigation. Full reply templates and escalation tools are provided.

Your Daily Tasks Will Include

- Managing incoming email and chat requests in a support queue
- Responding to common customer issues using prewritten message templates
- Customizing responses slightly to fit the user's exact question
- Documenting each case and tagging the conversation for quality tracking
- Flagging unique or technical issues for senior support resolution

What Makes This Job Different

- 100% non-voice: no phone calls, Zooms, or video required
- Fully remote: work from anywhere with a secure internet connection
- Real hourly pay and consistent workload
- Shifts you control—early mornings, late nights, or weekends
- Clear SOPs and templates mean there's no guesswork

What You Need to Succeed

- Computer or laptop (no tablets or phones)
- Reliable high-speed internet (10 Mbps+)
- Ability to type 45+ WPM with high accuracy
- Strong grammar and written English skills
- Independent and focused work habits

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

Compensation and Shift Details

Starting pay: \$25/hour

Performance-based bump to \$30–\$35/hour after 30 QA-approved shifts

Shifts are self-selected weekly using the company’s scheduling portal. You can work as little as 15 hours or as much as 40 hours per week. Weekend and night availability is a plus.

Training Program

- Self-paced onboarding module (~2 hours)
- Simulated email and chat response exercises
- QA-monitored first shift for accuracy and tone
- Paid shifts begin within 3–5 business days post-training

Example Work Block

You log in at 8 AM for a 5-hour shift. First, you respond to a customer asking about applying a promo code to their order. Next, you troubleshoot a failed login via chat. Then you reply to an email from a user wanting to pause their subscription. Everything happens within the platform—no calls, no switching tools, no stress.

What Team Members Say

“I’ve never had a more focused, distraction-free job. I work in the evenings and no one even hears my voice.” – *Marcus A., Liverpool, UK*

“The email and chat templates make everything easy to learn. I’ve been working from home for 6 months and loving it.” – *Priya S., Toronto, CA*

FAQs

Are phone calls involved in this role?

No. This is strictly email and live chat support.

Can I choose when I work?

Yes. The schedule is 100% flexible—you select your shifts weekly.

Is this role open to international applicants?

Yes. As long as your internet is reliable and your English is strong, you can apply.

Apply Now – Flexible, Phone-Free, Remote Support Work

Click the Apply Now button to apply for one of the most sought-after **email chat support jobs** online. This role offers complete flexibility, consistent pay, and zero phone pressure—just real support work in a calm environment.



Disclosure

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Base Salary

\$ 25 - \$ 35

Date posted

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Valid through

01.01.2029

that is the extent of it.

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