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Home-Based Chat Agent – No Experience Needed to Start Working Online

Description

Position Summary

A fast-growing remote services platform is currently onboarding Home-Based Chat Agents to support its live website messaging system. This entry-level position is 100% remote and available to applicants with no prior customer service experience or academic degree. You'll be assisting customers in real-time via chat, providing guidance, resolving issues, and helping drive engagement through simple, pre-written responses. All tasks are performed through a secure web interface—no phone calls or video conferencing involved.

This opportunity is ideal for individuals looking to transition into remote work, start a new career path, or earn income from home on a flexible schedule. Whether you're a stay-at-home parent, student, or simply seeking a no-commute role, this chat-based position provides both stability and growth potential.

What You'll Be Doing

Responding to Customer Questions via Chat

Use a live dashboard to reply to messages from customers who need help with orders, site navigation, product details, or technical support. All interactions happen through a secure text-based interface.

Using Templates and Support Scripts

Most common questions have prewritten responses. You'll be trained to quickly identify issues and apply the correct template or recommended action in just a few clicks.

Escalating Non-Routine Cases

When questions go beyond the standard chat scope (e.g., refunds or policy disputes), you'll tag and escalate them to a supervisor or specialist using internal tools.

Documenting Chat Summaries

At the end of each session, you'll write a quick summary and tag the conversation

Hiring organization

Remote Live Customer Support
Jobs (No Degree)

Employment Type

Full-time, Part-time, Contractor

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

for analytics and future reference. This helps improve customer experience and team productivity.

Handling Multiple Conversations at Once

Depending on demand, you may manage up to three simultaneous chats. Tabs, shortcut commands, and AI support suggestions will help you juggle conversations smoothly.

A Day in the Life

After logging in to your shift, you'll begin receiving customer chats directly through your dashboard. You'll respond to questions using the knowledge base and templates, escalate complex queries when needed, and document the chat once it ends. You'll take scheduled breaks, manage conversations at your own pace, and wrap up at the end of your shift without ongoing tasks or meetings. You won't be expected to use your phone, turn on your webcam, or work overtime—just focused support via written messages.

Required Skills & Qualifications

- No prior experience or work history required
- No college degree or certifications necessary
- Strong command of written English
- Typing speed of 30+ words per minute
- Familiarity with using tabs and basic browser tools
- Reliable internet connection (minimum 10 Mbps)
- Access to a laptop or desktop computer (mobile devices not supported)
- Availability for scheduled shifts in your preferred time zone

How to Thrive in a Remote Role

Create a Distraction-Free Workspace

Set up a quiet environment where you can focus during work hours. Even a small desk area helps create separation between personal and professional time.

Use the Provided Tools

From script libraries to keyboard shortcuts, your dashboard is designed to keep your responses quick and accurate. Lean on these tools often to boost your efficiency.

Stick to a Schedule

Remote work offers freedom—but showing up for your scheduled hours consistently is key to getting more shift opportunities and pay increases.

Ask for Help When Needed

Supervisors are available during all shifts. Use the internal chat to ask questions, get clarification, or escalate issues when something falls outside your scope.

Perks & Benefits

Base Salary

\$ 8000 - \$ 10000

Date posted

June 30, 2025

Valid through

01.01.2029

- Competitive hourly pay: \$25–\$35 based on experience and shift
- Work remotely from any location with internet access
- Flexible part-time and full-time schedules
- All-chat environment: no calls or video required
- Weekly direct deposit or digital payouts
- Paid training and onboarding
- Performance bonuses and promotions based on quality
- Friendly, helpful support team available at all times

Frequently Asked Questions

Is experience required?

No. This is an entry-level role. All training is provided, and you'll have continuous support throughout your shifts.

Is there any phone or voice work?

No. All support is handled via written chat messages. You won't need to talk to customers or use a webcam.

Can I work from outside the U.S.?

Yes. Applicants worldwide are welcome as long as they meet the technical and language requirements.

How quickly can I get started?

Applicants are typically onboarded within 48–72 hours of applying. Training can be completed in a few days, with paid shifts available shortly after.

Do I need to be online the whole time?

Yes, during your scheduled shift you're expected to be active and responsive. However, you won't be tied to back-to-back calls or meetings. All communication is managed through chat.

How to Apply

Submit a brief online application, including your contact information, typing speed, and preferred schedule. No resume or cover letter is required. Once approved, you'll be invited to begin self-paced training. After completing onboarding and passing a basic test, you'll gain access to the shift dashboard and can begin earning immediately.

Why This Remote Job Is Perfect for You

This Home-Based Chat Agent role offers a rare combination of simplicity, flexibility, and professional growth. It's built for those who are ready to work but don't have traditional job experience or a degree. Whether you're starting your remote work journey or adding flexible hours to your week, this role offers structure, fair pay, and a supportive environment without the complexity of traditional jobs. Apply today and take the first step toward earning from home on your terms.



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