



<https://remotejobrecruiting.com/job/jobtacular-live-chat-customer-service-agent-25-35-hour/>



Jobtacular Live Chat Customer Service Agent – \$25-35/Hour

Description

Found us through **Jobtacular**? Perfect. You're in the right place.

Here's What You Need to Know About This Position

Company: DirectConnect Support

Role: Live Chat Customer Service Agent

Pay: \$25-35 hourly

Start: Immediate openings available

This **Jobtacular** listing isn't like the others you've been scrolling through. No inflated promises. No unrealistic requirements. Just a straightforward live chat customer service opportunity that pays well and trains you properly.

We posted on **Jobtacular** because we know serious job seekers use the platform to find legitimate remote work. You're here because you want real employment, not get-rich-quick schemes or MLM nonsense.

What Makes This Different from Other Jobtacular Postings

Walk through any **Jobtacular** job board and you'll see the same recycled descriptions. "Make \$5000 a week!" "No experience necessary!" "Work 2 hours a day!" All garbage.

This live chat customer service position is different. It's actual work that requires actual effort and pays actual money. You'll help real customers solve real problems through live chat conversations. Some days will be easy. Some days will be challenging. Every day you'll earn between \$25-35 per hour doing meaningful work.

We're not promising you'll get rich quick or work minimal hours for maximum pay. We're offering you stable employment with fair compensation for live chat customer service that businesses actually need.

The Truth About Remote Customer Service Work

Most **Jobtacular** users have been burned by fake opportunities. So let's be completely honest about what live chat customer service actually involves.

You'll spend your day having written conversations with customers who need help.

Hiring organization

Work From Home Customer Service
Jobs No Experience Needed

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

Sometimes they're confused about their account. Sometimes they're frustrated with a product that isn't working. Sometimes they just need information about services.

Your job is to help them through chat messages. You'll type responses, look up information in our system, and guide them toward solutions. It's not glamorous work, but it's legitimate work that companies desperately need done well.

Most customers are pleasant. Some are difficult. A few are downright rude. Part of professional customer service is maintaining your composure regardless of the customer's attitude. If you can do that consistently, you'll succeed in this role.

The work isn't physically demanding, but it is mentally engaging. You're constantly switching between different customer conversations, each with unique needs and personalities. This keeps the job from becoming boring, but it also means you need to stay focused throughout your shift.

Why We Hire Through Jobtacular

Jobtacular attracts people who are serious about finding legitimate remote work. You're not looking for easy money or passive income. You want a real job that happens to be done from home.

That's exactly the mindset we need for live chat customer service. Customers don't care where you're located when you're helping them. They care that you're knowledgeable, helpful, and professional. Remote work isn't easier than office work, it's just different.

We've found that **Jobtacular** candidates tend to have realistic expectations about remote employment. You understand that working from home still means working. You just prefer to do that work in your own space on your own terms.

Many **Jobtacular** users are also career changers or people returning to the workforce. Live chat customer service is an excellent entry point because it doesn't require specialized education or years of industry experience. It does require strong communication skills and customer service aptitude, which many people possess regardless of their employment history.

Day-to-Day Reality of Live Chat Work

Morning Setup

Boot up your computer, grab coffee, log into our chat platform. Check any messages from overnight or weekend shifts that need follow-up. Review daily priorities and any system updates.

Customer Conversations

Start accepting chat requests from customers. Handle anywhere from 40-80 conversations per shift, depending on complexity and chat volume. Each conversation is different. Account questions, technical troubleshooting, billing inquiries, product information requests.

Problem Solving

Use our knowledge base to find answers quickly. Escalate issues you can't resolve to appropriate teams. Document customer interactions for future reference. Follow up on complex cases that require multiple steps to resolve.

Team Coordination

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Participate in brief team meetings as scheduled. Share information about recurring issues or system problems. Help train newer team members when assigned. Contribute feedback for improving customer service processes.

End of Shift

Wrap up active conversations, update your activity summary, log out of systems. Your work day ends when you log off. No taking customer problems home with you.

The rhythm becomes natural after a few weeks. You develop shortcuts for common issues and build confidence handling unusual situations. Most agents find the variety engaging rather than stressful.

Skills You'll Actually Use

Written Communication

Every customer interaction happens through typed messages. You need to write clearly, professionally, and helpfully. Grammar matters. Tone matters. Being able to explain complex information in simple terms matters most.

Problem Diagnosis

Customers rarely describe their issues clearly. They'll say "it's broken" when they mean "I can't find the login button." You learn to ask the right questions to understand what's actually wrong before trying to fix it.

Multi-tasking Management

Handle 2-4 customer conversations simultaneously while maintaining quality in each interaction. Switch between different customer personalities and problem types without losing track of details.

Emotional Regulation

Stay professional when customers are angry, confused, or demanding. De-escalate tense situations through empathetic but firm communication. Maintain your energy and positivity throughout your shift.

Technology Proficiency

Navigate multiple software systems quickly and efficiently. Learn new platforms and tools as the company adopts them. Troubleshoot basic technical issues for customers while managing your own technology setup.

These skills develop with practice and transfer to virtually any professional role. Customer service experience opens doors to sales, account management, training, and supervisory positions across industries.

Realistic Income Expectations

Starting Range: \$25-28 per hour while learning systems and building speed

Experienced Level: \$28-32 per hour after 6-12 months of consistent performance

Advanced Roles: \$32-35 per hour for senior agents and team leads

Your exact hourly rate depends on your performance metrics, particularly customer satisfaction scores and chat handling efficiency. Top performers earn more because they deliver better results.

Full-time agents typically work 35-40 hours per week. Part-time options available for 20-30 hours weekly. Overtime opportunities during busy periods, paid at time-and-a-half rates.

Annual income for full-time agents ranges from \$52,000-\$72,800 before overtime. This puts live chat customer service in the middle-class income range, significantly above minimum wage service jobs but below specialized technical roles.

Income increases come through performance improvements and advancement to senior roles, not automatic annual raises. Your earnings reflect your contribution to customer satisfaction and team success.

Who Succeeds in This Work

Natural Helpers

People who genuinely enjoy solving problems and helping others navigate challenges. If you're the person friends call for advice or technical help, you'll probably enjoy live chat customer service.

Detail-Oriented Multitaskers

Individuals who can keep track of multiple conversations and details simultaneously without losing accuracy. If you can follow recipes while watching kids and listening to music, you can handle multiple customer chats.

Professional Communicators

Those who naturally communicate respectfully and clearly, even when others are upset or confused. If you can explain things patiently and remain calm under pressure, you'll excel at customer service.

Independent Workers

People who work effectively without constant supervision. Remote work requires self-discipline and personal accountability. If you can manage your time and maintain productivity without someone watching over your shoulder, you'll thrive working from home.

Career Builders

Individuals who view this as a stepping stone to larger career goals rather than just a temporary job. People who invest in developing their skills and building professional relationships advance quickly in customer service.

Training Investment

First Two Weeks

Comprehensive product training covering all services customers might ask about. Live chat platform instruction including advanced features and shortcuts. Customer service methodology and company policies. Practice scenarios with feedback from experienced agents.

Weeks Three and Four

Supervised customer interactions with immediate coaching. Gradual increase in chat volume and complexity. One-on-one meetings to address individual development areas. Team integration and resource familiarization.

Ongoing Development

Monthly skills workshops covering advanced customer service techniques. Quarterly product updates and new feature training. Annual professional development opportunities including leadership preparation for interested agents.

Certification Opportunities

Customer service excellence certifications through industry organizations.

Specialized training in technical support, sales support, or team leadership. Conference attendance and networking events for career advancement.

The company invests significantly in training because properly trained agents provide better customer service, leading to higher customer retention and business growth. Your success directly contributes to company success.

Application Requirements

Essential Qualifications

High school diploma or equivalent education. Demonstrated written communication skills through application responses. Reliable computer and high-speed internet for consistent connectivity. Quiet workspace for professional customer interactions.

Preferred Experience

Any customer-facing work including retail, food service, hospitality, or phone support. Online communication experience through social media, forums, or gaming platforms. Problem-solving experience in any context, professional or personal.

Technical Setup

Computer capable of running multiple browser windows simultaneously. Internet speed of at least 25 Mbps download for smooth platform performance. Backup internet option like mobile hotspot for reliability. Comfortable workspace for extended typing sessions.

Schedule Availability

Flexibility for training during standard business hours initially. Commitment to consistent schedule once training is complete. Availability for weekend or evening shifts based on business needs. Reliable attendance for assigned shifts.

Next Steps

If this **Jobtacular** opportunity matches what you're looking for in remote work, the application process is straightforward.

Click the "Apply Now" button below to submit your application for this Jobtacular live chat customer service position. Include a brief explanation of why you're interested in customer service work and your availability for training.

We review **Jobtacular** applications daily and contact qualified candidates within 48 hours. Our hiring process focuses on communication skills and customer service aptitude rather than extensive work history or specialized education.

This **Jobtacular** listing represents genuine employment opportunity with realistic expectations and fair compensation. No gimmicks, no upsells, no hidden requirements.

Ready to move beyond job searching into actual employment? Apply now and start building a legitimate career in live chat customer service.

DirectConnect Support values the diverse backgrounds of Jobtacular job seekers and welcomes applications from all qualified candidates interested in customer service careers.

APPLY NOW

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