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Join Our Customer Care Team – Remote Chat Support That Pays Well

Description

Business: Hometown Digital Services

Role: Customer Care Specialist

Pay: \$25-35 per hour (competitive local wages)

Hours: Flexible part-time or full-time

Benefits: Real people, real support, real growth

About Hometown Digital Services

Hey there! We're a family-owned business that's been helping local companies connect better with their customers since 2019. Started right here in Ohio by the Martinez family, we've grown from a two-person operation to a team of 45 amazing people who work remotely across the country.

What makes us different? We still operate with small-town values even as we've grown. Every team member matters, every customer interaction counts, and every person who joins our family gets the support they need to succeed in live customer service.

Our founder, Maria Martinez, started this company after working for big corporations that treated employees like numbers. She promised herself that if she ever ran a business, every person would be valued, supported, and given real opportunities to grow.

That promise shapes everything we do, from how we train new live customer service team members to how we celebrate successes and support each other through challenges.

What You'll Do Every Day

Helping Real People Solve Real Problems You'll be the friendly voice (well, text) that appears when customers visit our clients' websites looking for help. Through live customer service chat, you'll answer questions about products, help people find what they need, and make sure they have great experiences.

Most of our clients are small to medium businesses – family restaurants expanding online, local retailers growing their web presence, service providers reaching new customers. When you provide live customer service for these businesses, you're helping real entrepreneurs achieve their dreams.

Making Shopping Easier and More Personal Through live customer service

Hiring organization

Work From Home Chat Support

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

conversations, you'll help customers navigate websites, compare products, understand policies, and complete purchases with confidence. You'll learn about dozens of different businesses and become an expert at helping people make good decisions.

Some days you might help someone choose the perfect gift for their spouse, other days you'll assist a small business owner find equipment for their shop. Every live customer service conversation is different and meaningful.

Building Relationships Through Social Media You'll respond to customer messages on Facebook, Instagram, and other social platforms, maintaining the friendly, helpful tone that makes people want to do business with our clients. Social media live customer service is often more casual and conversational than website chat.

Our clients love how our team makes their businesses feel more personal and approachable through genuine, caring live customer service interactions on social media.

Why People Love Working Here

We Actually Care About Work-Life Balance When we say flexible scheduling, we mean it. Need to work around your kids' school schedule? No problem. Want to take afternoons off to care for elderly parents? We'll make it work. Prefer evening hours when the house is quiet? Perfect.

Our live customer service coverage needs vary throughout the day, so there's almost always a schedule that fits your life. We've had team members successfully balance everything from college classes to second jobs to family caregiving responsibilities.

Real Support From Real People You'll never feel abandoned or overwhelmed here. Sarah, our Training Manager, has been with us for three years and knows exactly what it takes to succeed in live customer service. She's available every day to answer questions, provide guidance, and help solve any challenges.

When you're new, you'll be paired with an experienced team member who remembers what it was like to start. They'll share tips, answer questions, and be there when you need encouragement or advice about live customer service.

Growth Opportunities That Actually Exist In the past year, we've promoted eight team members to supervisory roles, five to account management positions, and three to training and development roles. When you do good work here, we notice and create advancement opportunities.

Maria believes in promoting from within whenever possible. Most of our current managers started as live customer service representatives and worked their way up by demonstrating reliability, customer focus, and leadership potential.

Compensation That Respects Your Contribution We pay \$25-35 per hour because good live customer service requires skill, patience, and professionalism. You're not just answering questions – you're representing our clients' businesses and helping their customers have positive experiences.

Most team members earn between \$28-32 per hour within their first six months through performance bonuses and merit increases. We review compensation regularly and believe in rewarding people who contribute to our success.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Meet Some of Our Team Family

Linda, Customer Care Specialist (18 months) “I started here after being laid off from retail management. The transition to live customer service was easier than I expected because of the amazing training and support. Now I’m earning more than my previous job while working from home around my family’s schedule.”

Linda specializes in live customer service for our home and garden clients. She’s become an expert at helping customers plan projects and choose the right products for their needs.

Carlos, Lead Customer Care Specialist (2 years)

“The company culture here is incredible. We genuinely care about each other’s success and celebrate wins together. I’ve learned so much about business and customer service that I feel confident about my career future.”

Carlos manages live customer service for our restaurant and hospitality clients. He’s being trained for account management and will likely be promoted within the next six months.

Jennifer, Training Specialist (14 months) “I love helping new team members discover they can excel at live customer service. Watching someone go from nervous beginner to confident professional is incredibly rewarding. This company invests in people’s growth.”

Jennifer transitioned from live customer service delivery to training coordination. She’s developing curriculum and mentoring programs that help new team members succeed faster.

What Makes Our Training Special

Learn From People Who Actually Do The Work Our training isn’t developed by corporate consultants who’ve never handled live customer service. It’s created by our most successful team members who know exactly what works and what doesn’t in real customer conversations.

You’ll spend time with experienced live customer service specialists who share practical tips, real examples, and honest advice about building customer relationships and handling challenging situations.

Practice With Real Support During training, you’ll practice live customer service conversations with our team members playing customer roles. This gives you confidence and experience before talking to actual customers. You’ll also observe experienced representatives handling real conversations to learn best practices.

By the time you start working independently, you’ll feel prepared and confident in your live customer service abilities.

Ongoing Learning and Development Learning doesn’t stop after initial training. We have monthly team meetings where we share successful strategies, discuss challenging situations, and learn from each other’s experiences in live customer service.

We also provide access to online courses, industry resources, and professional development opportunities for team members who want to advance their careers.

Our Client Family

Local Restaurants Going Digital We help family restaurants and local food businesses provide live customer service for online ordering, catering inquiries, and customer questions. These conversations are often with hungry people looking for great food, making them fun and positive.

Regional Retailers Expanding Online Small and medium-sized retailers use our live customer service to help customers navigate their websites, answer product questions, and provide personalized shopping assistance. You'll become knowledgeable about everything from outdoor gear to home decor.

Service Providers Building Relationships Contractors, consultants, and professional service providers rely on our live customer service to help potential customers understand their services and schedule consultations. These conversations are often more detailed and consultative.

Growing Businesses With Heart All our clients share our values of treating customers and employees well. You'll never be asked to use high-pressure tactics or manipulate customers through live customer service. Our approach focuses on genuine helpfulness and honest communication.

A Typical Day in Customer Care

Morning Startup (9:00 AM) Check in with the team through our messaging system, review any overnight customer inquiries, and see which clients you'll be supporting today. Maybe grab some coffee and settle into your workspace.

Active Customer Support (9:30 AM – 1:00 PM) Handle live customer service conversations as they come in. You might help someone plan a catering order, assist with sizing questions for clothing, or provide information about service appointments. Each conversation is different.

Lunch and Learning (1:00 – 2:00 PM) Take a real lunch break. Some days you might participate in optional team discussions or training sessions during this time, but personal time is respected and protected.

Afternoon Focus (2:00 – 5:00 PM) Continue with live customer service, possibly switching to different client accounts or focusing on social media responses. Participate in any team communications or collaborate with colleagues on customer solutions.

End-of-Day Wrap-up (5:00 PM) Complete any pending customer follow-ups, update your performance tracking, and prepare notes for tomorrow. Log off knowing you helped real people and supported real businesses.

What We Look For in Team Members

Genuine Interest in Helping Others The best live customer service comes from people who actually care about helping customers solve problems and have positive experiences. If you naturally want to help people, you'll probably love this work.

Reliable Communication Skills You don't need perfect writing skills, but you should be comfortable expressing yourself clearly through text. If you can send coherent text messages and emails, you have the communication skills needed for live customer service.

Patience and Problem-Solving Mindset Customers sometimes have complex questions or frustrating situations. The ability to stay calm, think through problems, and find solutions makes live customer service work much more enjoyable and successful.

Interest in Learning About Different Businesses Our clients range from restaurants to retailers to service providers. Curiosity about how different businesses work and willingness to learn about various products and services makes live customer service more interesting and effective.

How We Support Your Success

Technology That Actually Works We use reliable, user-friendly platforms for live customer service delivery. Training covers everything you need to know, and technical support is always available when you need help.

Regular Check-ins and Feedback Your supervisor will meet with you regularly to discuss how things are going, answer questions, and provide feedback. These aren't performance reviews meant to criticize – they're support sessions meant to help you succeed.

Team Collaboration and Knowledge Sharing Our team uses Slack for daily communication, sharing tips, celebrating successes, and helping each other solve customer challenges. You'll never feel isolated or stuck without support.

Clear Performance Expectations We believe in transparency about what success looks like. Performance metrics are clearly defined, regularly discussed, and used for coaching rather than punishment. You'll always know how you're doing and how to improve.

Ready to Join Our Family?

Hometown Digital Services isn't just offering **overnight work from home jobs** or another remote position. We're inviting you to join a team that values your contribution, supports your growth, and treats you like family while you build a career in live customer service.

What We Offer:

- \$25-35 per hour compensation with regular increases
- Genuinely flexible scheduling around your life
- Comprehensive training and ongoing support
- Real advancement opportunities based on performance
- Team culture that feels like family
- Work that makes a difference for real businesses and customers

What We Need:

- Reliable attendance for your chosen schedule
- Genuine interest in helping customers through live customer service
- Professional communication and positive attitude
- Willingness to learn about different businesses and products
- Commitment to representing our clients well

Your Next Steps:

- Apply today for consideration
- Complete brief skills assessment
- Meet with our team for informal conversation
- Begin training within two weeks
- Start earning \$25-35 per hour while building lasting career

We're adding six new team members this month to support growing client relationships and expansion opportunities. Join our family and build the career you deserve.

Ready to become part of something special? Apply now and let's talk about your future with Hometown Digital Services!



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