

LEARN MORE

Live Chat Assistant – Remote Work Opportunity for Beginners

Description

Position Summary

A leading customer service outsourcing agency is currently expanding its remote support team and hiring Live Chat Assistants to manage online communications for major e-commerce and digital service brands. This entry-level position is designed specifically for individuals who want to work from home, don't have a college degree, and may not have prior job experience. As a remote chat agent, you'll be responsible for responding to customer inquiries using a secure text-based platform—no phone calls, no video chats, and no sales pressure.

This is a fully remote, part-time or full-time position, with weekly pay and flexible scheduling. Applicants from all backgrounds are encouraged to apply. All necessary training will be provided, and you'll have access to templates, knowledge bases, and chat tools to make your job easier and more efficient. This is an ideal opportunity for individuals looking to transition into remote work without needing technical experience or formal education credentials.

What You'll Be Doing

Managing Inbound Chat Conversations

You'll be assigned to a customer support dashboard where you'll receive and respond to customer messages. Inquiries typically involve account access, delivery updates, discount codes, return policies, and product usage questions.

Utilizing Internal Scripts and Pre-Written Responses

You will not need to create replies from scratch. Instead, you'll use an extensive library of pre-approved answers and responses. These templates ensure that messaging remains consistent and compliant across all interactions.

Escalating Non-Routine Requests

If you receive an inquiry outside your scope or permissions, such as a refund request or technical complaint, you'll transfer the conversation to a senior team member through the platform's built-in escalation tool.

Documenting and Tagging Conversations

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

After closing each chat, you'll complete a brief summary, choose appropriate tags, and mark the resolution status. These records help supervisors track support trends and identify recurring issues.

Multitasking and Managing Multiple Chats

Depending on your shift and the client brand you support, you may be expected to manage 2–4 chat sessions simultaneously using a multi-window dashboard. Training is provided to help you develop speed and focus without sacrificing quality.

A Day in the Life

Once you start your shift, you'll log in from your personal laptop or desktop and open the live chat interface. A team welcome message and any relevant updates will appear. Throughout your shift, you'll handle a steady stream of chats using templates and AI text suggestions. There are no mandatory Zoom calls, no inbound/outbound phone responsibilities, and no voice interaction at all. When your shift ends, you log out and are done for the day—no after-hours tasks or follow-ups.

Required Skills & Qualifications

- No degree or prior work history required
- Clear written English skills are essential
- Minimum typing speed of 30 WPM preferred
- Basic digital literacy (navigating websites, typing, using Google Docs or similar tools)
- Reliable high-speed internet (10 Mbps download or higher)
- Laptop or desktop computer (Chromebooks and tablets are not supported)
- A quiet, dedicated workspace free from distractions

How to Thrive in a Remote Role

Set Up a Dedicated Workspace

A clean, quiet, and comfortable workspace ensures your attention stays focused on customer chats and that your internet and device performance remain consistent.

Use the Tools Provided

Each chat assistant is equipped with scripts, training docs, and internal support links to help resolve inquiries faster and more accurately.

Stay On Schedule

Remote flexibility is built into this job, but showing up on time and completing your assigned hours is vital to maintaining high performance metrics and eligibility for bonuses.

Communicate with Clarity

Politeness and clarity are the cornerstones of great support. Even in a text-only format, tone and professionalism go a long way in creating positive experiences.

Perks & Benefits

Base Salary

\$ 8000 - \$ 10000

Date posted

July 1, 2025

Valid through

01.01.2029

- Competitive hourly pay starting at \$25/hour
- Performance-based raises and shift bonuses up to \$35/hour
- Completely remote—no commuting or office obligations
- Flexible weekly scheduling options
- Weekly payments via secure direct deposit
- Paid online onboarding and role-specific training
- No voice work required—text-based chat only
- Bonuses for weekend and evening shifts

Frequently Asked Questions

Can I apply if I've never worked in customer service?

Absolutely. This role is intended for entry-level candidates and comes with a comprehensive training program. No customer support experience is required.

Is this role available outside the United States?

Yes. This job is open globally, although you must have a strong internet connection and be able to work scheduled shifts in your local time zone.

What kind of equipment do I need?

You'll need a laptop or desktop computer with Chrome or Firefox, plus a stable internet connection. Tablets and smartphones are not compatible with the system.

How are schedules assigned?

After training, you'll be able to choose your preferred availability each week based on open shifts. Weekend and overnight shifts often come with bonus pay.

When do I get paid?

All agents are paid weekly via direct deposit. You'll be paid every Friday for the hours worked the previous week.

How to Apply

Click the "Apply" button on the listing and complete a short application form. You'll answer a few questions about your typing speed, device setup, and scheduling availability. No resume, cover letter, or interview is required. Approved applicants will receive login credentials and access to the training portal within 24–48 hours.

Why This Remote Job Is Perfect for You

This is a rare opportunity to enter the world of remote work without needing a degree, resume, or years of experience. If you're comfortable typing, enjoy helping people, and want to earn income on your own schedule, this position checks every box. With paid training, reliable weekly pay, and the ability to work entirely from home, this is a legitimate entry-level role that offers freedom, flexibility, and real-world experience in the growing digital support field.



LEARN MORE

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](#)