https://remotejobrecruiting.com/job/live-chat-customer-service-associate-remote-position-25-35-hr-no-degree-or-experience-required/

APPLY NOW

Live Chat Customer Service Associate – Remote Position – $25–$35/hr – No Degree or Experience Required

Description
Role Overview

An international SaaS and eCommerce support company is now hiring Live Chat Customer Service Associates to join its all-remote customer engagement team. This entry-level position offers hourly pay between $25 and $35 and does not require any prior experience or formal education. You'll be assisting customers via live chat and email—never over the phone. If you're looking to begin a legitimate work-from-home job with flexible hours, full training, and real advancement opportunities, this role was built for you.

The Client & What You'll Be Doing

The client is a leading platform providing digital services to customers across multiple industries, including tech, education, and consumer products. Their customer base is global, and users rely on responsive, human-centered support. As a Live Chat Customer Service Associate, your job is to communicate with users through live chat and email, helping them solve login issues, process refunds, explain subscriptions, or answer questions about products. All support interactions are conducted in writing, with templates, saved replies, and full documentation to help you succeed.

Primary Job Tasks

- **Live Chat Support:** Monitor and respond to live chat inquiries from users experiencing technical issues, account confusion, or billing problems.
- **Email Ticket Responses:** Address support requests submitted through the platform's ticketing system. Provide timely and accurate replies to all customer questions.
- **Use Support Macros and Internal Docs:** Reference brand-approved templates and internal knowledge base articles to deliver clear and consistent support.
- **Track and Document Tickets:** Record all customer conversations and assign appropriate tags, summaries, and follow-up actions for other team members.
- **Escalate Complex Issues:** Route issues to the billing, QA, or engineering teams when problems fall outside your control or involve platform errors.
- **Flag Process Improvements:** Suggest better language for templates or identify areas where the help documentation may be unclear or outdated.
- **Meet Performance Targets:** Strive to maintain high levels of customer satisfaction, fast response times, and accurate ticket completion.
- **Engage in Asynchronous Team Communication:** Collaborate with team

Hiring organization
Remote Customer Service Chat Jobs No Experience

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

leads and peers through Slack, Notion, and scheduled updates.
- **Stay Informed About Product Updates:** Read daily announcements and bug reports to ensure your responses reflect current platform status and policies.
- **Deliver Brand-Aligned Support:** Maintain a warm, approachable tone while providing efficient and helpful responses in all chats and emails.

A Typical Shift Breakdown
Early in Your Shift
Log in to the chat platform, check for new documentation, and scan for internal updates on outages or new features. Begin tackling any assigned email backlog.

Mid-Shift Workload
This is when live chat traffic spikes. You'll be juggling multiple chat conversations with users who need quick, accurate assistance. You'll use macros to stay fast and personal touches to maintain empathy.

Wrapping Up
Complete open chats, finalize any unresolved emails, and leave clear notes for the next agent. If you noticed a pattern in customer issues, write a brief note for your team lead or submit a macro update suggestion.

Who We're Looking For

- Fluent in written English
- Able to type 40+ words per minute
- No experience or college degree required—this is an entry-level role
- Comfortable working online using cloud-based apps and chat systems
- Organized, proactive, and self-motivated in a remote work setting
- Possess a high school diploma or equivalent
- Has access to a laptop or desktop with reliable Wi-Fi
- Friendly, calm, and patient tone in writing
- Available for a minimum of 20 hours per week with optional full-time shifts
- Open to feedback and performance reviews

Tips for Performing at a High Level
Writing & Typing Fluency
Speed matters—but accuracy and tone are even more important. Use spell-check tools and chat formatting guidelines to ensure every message is clean and professional.

Learning Product Details
Use downtime to explore the help center and FAQ pages. The better you know the product, the quicker you'll respond with accurate info.

Written Tone and Customer Care
Even when frustrated, customers deserve kindness. Use soft openers and reassuring phrases like "Let me get that sorted for you right now."

Managing Live Workload
Use split screens or browser tabs to manage multiple chats. Triage urgent chats first and reply to low-priority emails during slower times.

Handling Remote Independence
Set timers for break reminders, organize your desk, and close distractions during your shift. Remote work rewards structure.

Growing With Feedback
Embrace feedback from QA and your leads. Small changes in your phrasing or speed can lead to better scores and early promotions.

Getting Started with the Client
Initial Application
Submit a short resume and complete a brief availability survey. No degree or job history is required.

Typing and Writing Skills Assessment
You'll complete a 5-minute typing test and respond to three sample customer questions to demonstrate tone and clarity.

Chat Simulation or Async Interview
If selected, you'll be asked to complete a short live chat simulation or text-based interview.

Paid Virtual Training
Attend a 5-day onboarding series where you'll learn the platform's tools, tone, and ticketing flow. You'll complete practice tickets and receive coaching.

Mentored Trial Shifts
Work 2–3 live shifts with real customers under the guidance of a lead. You'll receive actionable, real-time coaching.

Full Role Activation
Once approved, you'll be added to the full support team, assigned a consistent schedule, and gain access to internal resources and advancement paths.

Workplace Environment
The client operates fully remotely with agents working across North America, Europe, Asia, and Latin America. Team communication is async-first, with no daily Zoom calls or micromanagement. Recognition comes via performance bonuses, shoutouts, and advancement. Training modules are updated monthly, and you'll have access to Slack channels for collaboration and problem-solving.

Perks and Extras

- Fully remote and non-phone environment
- Paid training from day one
- Home office reimbursement after 30 days
- Flexible shifts with weekend options
- Bonuses based on customer satisfaction and chat volume
- Career pathways into QA, knowledge base editing, or support team leadership
- Monthly digital rewards (gift cards, subscriptions, merch)
- Learning stipend for online courses (Coursera, Udemy, etc.)

Why This Role May Be the Right Fit for You
You don't need a polished resume or a college degree to start this job—you just need to be reliable, communicative, and ready to learn. Whether you're changing careers, starting fresh, or just want consistent remote income, this is a real job with structure, support, and advancement. With no calls and no experience required, this is one of the most accessible remote roles available today.

Applicant Questions Answered
Do I need any customer service experience?

No. This is an entry-level job with complete training included.

Will I be answering phone calls?
No phone calls—this role is entirely chat and email-based.

Can I work from outside the U.S.?
Yes. This role is open globally with the right internet connection and device setup.

How flexible is the schedule?
You'll choose your preferred shift hours and can adjust based on availability.

When can I start?
Most applicants begin training within 7–10 days of application approval.

Next Steps to Apply
Click "Apply Now" to complete your short application and secure your interview spot. With no degree or experience required, these roles fill quickly. Don't wait—start your remote journey today.

Disclosure