

<https://remotejobrecruiting.com/job/live-chat-customer-support-agent-entry-level-remote-25-35-hr-no-experience-or-degree-needed/>

APPLY NOW

Digital Chat Customer Support Representative – Entry-Level, Online – \$25–\$35/hr – No Prior Experience or College Degree Required

Description

Position Summary

A remote staffing partner is now hiring Live Chat Customer Support Agents to represent a well-known SaaS company providing digital tools to global users. This fully remote, non-phone position pays \$25–\$35 per hour and requires no prior experience or college degree. You'll assist customers exclusively through live chat and email, helping with account issues, platform guidance, and subscription updates. Full training is paid, and flexible hours make this ideal for those seeking a reliable, entry-level work-from-home job.

About the Client & Role Overview

The client is a productivity software provider serving professionals, solopreneurs, and digital teams. Their users depend on intuitive technology and expect quick, friendly support. As a Live Chat Customer Support Agent, your job is to handle inbound chats and tickets with empathy and clarity. You'll guide users through common issues using pre-written responses, internal knowledge bases, and support tools—all accessible from your home workspace.

Key Responsibilities

- **Handle Live Chat Requests:** Answer real-time inquiries regarding login issues, billing questions, subscription upgrades, and feature usage.
- **Respond to Email Tickets:** Address asynchronous requests with informative, friendly replies, ensuring each issue is clearly resolved.
- **Use Macros & Help Docs:** Apply saved replies while customizing responses to maintain a human tone and accurate information.
- **Escalate Advanced Issues:** Route technical problems or refund disputes to relevant teams with full context and tagging.
- **Track & Tag Conversations:** Log each ticket properly using the support platform and categorize accurately for future reporting.
- **Monitor Updates:** Stay on top of new feature releases, bug notices, and policy changes to maintain support quality.
- **Collaborate Remotely:** Engage with team leads and peers via Slack to troubleshoot issues or share improvements.
- **Meet Support Goals:** Achieve targets for ticket speed, satisfaction scores (CSAT), and live chat handling time.

Your Day-to-Day Schedule

Shift Start

Check Slack threads for new updates or known issues. Log into the support

Hiring organization

Remote Chat Support Customer Service Jobs

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

dashboard and begin working through any pending email tickets.

Mid-Shift Volume

Live chat traffic increases. You'll manage 3–5 concurrent chats while monitoring email replies. Expect most requests to involve feature navigation or billing clarification.

Shift End

Finish any open chats, pass along flagged tickets, and update internal documentation if needed. Review your personal metrics and team updates.

Qualifications

- Excellent written English communication
- High school diploma or equivalent (no degree required)
- No prior experience required—full training provided
- Typing speed of 40+ WPM with high accuracy
- Personal computer or laptop and high-speed internet
- Organized and self-disciplined with time management skills
- Friendly, customer-first writing tone
- Comfortable working 20–40 hours/week, including evening or weekend shifts if preferred
- Receptive to coaching and performance feedback

How to Excel in This Role

Write with Speed and Clarity

Use Grammarly or Hemingway to keep messages clean and readable. Practice typing to improve speed and confidence.

Know the Product

During training, review saved replies, help docs, and previous tickets to understand common issues and how to resolve them.

Stay Professional and Kind

Use phrases like “I’m happy to help!” or “Let me walk you through that” to create rapport and reduce customer frustration.

Multitask Effectively

Pin your most-used tools, keep help docs open, and handle live chats without rushing responses. Balance speed with accuracy.

Track & Act on Feedback

Your QA reports will help you grow fast. Make small changes from one shift to the next, and you’ll stand out.

Hiring Process Overview

Step 1: Application

Submit your resume and complete a short tech-readiness form. No experience or cover letter needed.

Step 2: Typing & Writing Test

Complete a typing test and write sample responses to two common customer scenarios.

Step 3: Chat Simulation

If selected, complete a live or asynchronous chat simulation to demonstrate real-time support handling.

Base Salary

\$ 25 - \$ 35

Date posted

June 20, 2025

Valid through

01.01.2029

Step 4: Paid Training

Attend a 4–6 day online training course, including platform walkthroughs, ticket exercises, and support system practice.

Step 5: Mentored Shifts

Start with 2–3 paid practice shifts while receiving feedback from a QA coach.

Step 6: Full Shift Assignment

Once approved, receive your shift schedule, join your team Slack channel, and gain access to internal support tools.

Work Culture & Collaboration

The client promotes an async-first work model—no unnecessary meetings or video calls. You'll work alongside peers worldwide using Slack, Notion, and internal dashboards. Advancement is performance-based, with regular check-ins, digital shoutouts, and eligibility for growth into QA, onboarding, or operations.

Perks & Benefits

- Paid remote onboarding
- Fully chat/email-based (no phone work)
- Flexible scheduling—weekends and nights available
- Monthly performance bonuses
- Equipment stipends after 30 days
- Career advancement into QA and leadership roles
- Learning stipend (Skillshare, Coursera, Udemy access)
- Slack recognition and digital raffles

Why This Role Is a Great Fit for You

This job is ideal for anyone looking for flexible, legitimate online income without experience or a degree. You'll receive thorough training, daily support, and a clear pathway to grow. Whether you're returning to the workforce, starting fresh, or switching careers, this remote chat support position helps you build income and confidence with no phone work or pressure sales.

Frequently Asked Questions**Do I need prior customer service experience?**

No. This is a beginner-friendly role with full support and training.

Is there any phone work?

None. All communication is handled through live chat and email.

Can I apply internationally?

Yes. As long as you meet the tech and language requirements, this role is globally accessible.

What are the work hours?

You choose your availability during onboarding. Shifts are available across multiple time zones.

When does training start?

New training groups launch weekly. Most hires begin within 5–10 business days.

Apply Now

Click "Apply Now" to upload your resume and complete a short assessment. No experience required, full flexibility provided—this is your chance to start a stable, remote job with real earnings and advancement potential.



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