

APPLY NOW

Digital Chat Representative – Online Opportunity – \$25–\$35/hr – No Prior Experience or College Degree Required

Description

Position Summary

An international remote staffing agency is currently recruiting Live Chat Representatives on behalf of a fast-scaling digital services client. This is a fully remote, entry-level job paying \$25–\$35 per hour, with flexible scheduling, paid training, and clear advancement opportunities. All communication with customers is handled via live chat and email—no phone support involved. No previous experience or degree is needed to apply. This is a perfect opportunity for individuals looking to begin a legitimate work-from-home career.

About the Client & Your Role

The client is a cloud-based platform supporting a wide range of users including freelancers, small business owners, and digital creators. Customers regularly reach out for assistance with login problems, subscription changes, billing concerns, and general platform usage. As a Live Chat Representative, you will be responsible for managing incoming chat sessions and email tickets, providing quick and accurate responses while maintaining a warm and professional tone. You'll use internal tools, knowledge bases, and chat macros to guide each interaction and ensure customer satisfaction.

Key Responsibilities

- **Live Chat Support:** Respond in real time to customer questions about accounts, subscription management, login assistance, and basic troubleshooting.
- **Email Ticket Handling:** Write clear, friendly responses to email inquiries, maintaining accuracy and brand tone.
- **Use of Help Docs & Saved Replies:** Apply macros and internal documentation to streamline communication and ensure consistency.
- **Tagging & Logging Interactions:** Properly document every conversation, tagging for category and next steps.
- **Escalation Protocol:** Route complex or technical issues to the appropriate department with detailed internal notes.
- **Stay Informed:** Keep up to date on product changes, outages, or feature rollouts to answer customer questions correctly.
- **Team Collaboration:** Communicate with QA coaches and fellow agents via Slack, contributing to internal updates and chat quality improvements.
- **Performance Targets:** Meet KPIs in resolution speed, accuracy, customer satisfaction scores (CSAT), and ticket volume.
- **Contribute Feedback:** Identify common support issues and suggest improvements to macros or help documentation.

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

What a Typical Shift Looks Like

Shift Start

You'll log into the chat queue, read shift handoff notes, and check for platform updates or new macros. Begin by responding to email tickets or picking up queued chats.

Mid-Shift

This is the peak chat activity window. You'll manage several live chats at once, respond to new tickets, and keep communication smooth and helpful.

Shift End

Wrap up remaining tickets, leave shift notes, and flag any unresolved customer issues. Submit metrics or feedback if prompted.

Required Qualifications

- High school diploma or equivalent (no college degree needed)
- No prior customer service experience required
- Strong written English communication
- Typing speed of 40+ words per minute
- Basic knowledge of browsers and online tools
- Reliable computer or laptop with stable internet access
- Available for 20–40 hours/week; evening/weekend shifts preferred but not required
- Friendly, professional tone in written messages
- Organized, dependable, and open to feedback

Tips to Succeed in This Role

Typing & Clarity

Practice quick, error-free typing. Tools like TypingClub or Grammarly can improve speed and tone.

Know the Product

Familiarize yourself with the help docs and platform functions during training. The more you know, the less you escalate.

Tone Matters

Use phrases like “Happy to help” or “Let’s get this sorted” to show empathy and maintain professionalism.

Multitasking Effectively

Work with multiple tabs and templates open. Prioritize active chats while responding to lower-urgency emails.

Remote Independence

Set a daily routine, minimize distractions, and stay available during your shift hours. Use timers to stay on track.

Learning Through Feedback

Your QA score is your roadmap. Listen to your coach, make notes, and apply what you learn immediately.

How to Get Started

Step 1 – Application

Submit your resume and basic tech-readiness info. No experience or cover letter required.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Step 2 – Typing & Writing Assessment

Take a short typing test and write sample replies to mock customer scenarios.

Step 3 – Chat Simulation

You may be asked to complete a simulated support session with sample tickets.

Step 4 – Paid Virtual Training

Join a 4–6 day online training session where you'll learn systems, chat templates, and product knowledge.

Step 5 – Mentored Trial Shifts

Work 2–3 shifts with real-time support and feedback. QA will score your tickets for accuracy and tone.

Step 6 – Ongoing Schedule Assignment

You'll receive your weekly schedule, join team Slack threads, and start earning regular pay with ongoing coaching and performance reviews.

Team Culture & Remote Environment

The client's team is remote-first and values asynchronous collaboration. There are no daily meetings, just Slack channels, dashboards, and regular QA check-ins. Team members contribute to continuous improvement, share wins, and are promoted based on merit—not seniority.

Perks & Benefits

- Paid training from day one
- 100% remote work with flexible shifts
- Performance bonuses and digital gift cards
- No phone work—chat and email only
- Access to online learning tools
- Equipment reimbursement available after 30 days
- Clear paths to become QA, team lead, or macro editor
- Monthly recognition programs

Why This Job is Right for You

You don't need a fancy resume or years of experience—just clear writing, steady internet, and a good attitude. If you're looking for a legitimate work-from-home job that pays well, offers training, and opens the door to online career advancement, this is it. You'll gain valuable remote support experience, receive coaching, and have flexibility every step of the way.

FAQs

Do I need customer service experience?

No. This is an entry-level position with full training provided.

Is this a phone job?

No calls. Support is handled 100% through chat and email.

Can I work from outside the U.S.?

Yes. This role is open to international applicants with the proper tech setup.

What are the hours like?

Flexible. You'll choose shift availability during onboarding. Evening and weekend availability is a plus.

How soon can I start?

Most applicants begin paid training within 7–10 business days.

Apply Now

Click “Apply Now” to upload your resume and begin the short assessment. With no experience or degree required and full flexibility, this is your best chance to start a high-paying remote job from home. Positions fill quickly—apply today.



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