REMOTEJOB RECRUITING

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Live Chat Support Agent – Remote Job – $25–$35/Hour – No Experience or Degree Required

Description
Position Summary
A global customer experience provider is hiring Live Chat Support Agents for a fully remote position assisting users of a digital subscription service. This entry-level job pays $25–$35 per hour and requires no prior experience or educational background beyond a high school diploma or equivalent. All support is delivered via live chat and email—no phone calls involved. With paid training, flexible shifts, and a performance-based bonus structure, this is one of the most accessible and legitimate work-from-home jobs available today.

The Client & Your Responsibilities
The client is a cloud-based platform used by freelancers, students, and remote teams to manage scheduling, files, and collaboration. Their user base spans multiple time zones and expects 24/7 customer support that is helpful, fast, and professional. As a Live Chat Support Agent, you will be responsible for assisting users with issues related to login, subscriptions, billing, technical troubleshooting, and product walkthroughs—all conducted via chat or email.

Daily Tasks and Responsibilities

- **Live Chat Resolution:** Respond to chat messages from users with real-time solutions to their technical and account issues.
- **Email Ticket Handling:** Manage longer-form or follow-up support tickets, ensuring detailed and helpful replies.
- **Subscription Management:** Assist users with upgrading, canceling, or modifying their subscription through guided workflows.
- **Use of Templates & Help Docs:** Apply internal macros and saved replies when appropriate, adapting responses with empathy and clarity.
- **Ticket Tagging and Documentation:** Ensure that each interaction is fully recorded and categorized using the correct tags and internal notes.
- **Escalation Handling:** Pass complex or technical support issues to billing, QA, or engineering with thorough documentation.
- **Internal Collaboration:** Work asynchronously with your team via Slack and Notion, contributing to shared updates and support improvements.
- **Contribute to Feedback Loops:** Provide observations about recurring user issues, suggest macro improvements, and help refine internal processes.
- **Meet or Exceed Performance Goals:** Maintain KPIs around response time, ticket resolution, CSAT scores, and chat handling volume.

What a Typical Shift Looks Like
Beginning of Shift

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

Log into chat and ticketing tools, review product announcements or bug reports, and scan shift notes. Begin by responding to older email tickets.

Mid-Shift Workload
Engage with several live chat conversations, usually dealing with subscription issues, troubleshooting, or password resets. Use saved replies and documentation to respond quickly and clearly.

End of Shift
Close open chats, forward unresolved issues with full notes, and review your shift metrics. Share any product trends, macro suggestions, or common questions observed.

Basic Requirements

- Excellent written English communication
- Typing speed of at least 40 WPM
- High school diploma or equivalent
- No prior experience needed—entry-level candidates encouraged
- Access to a personal computer or laptop and reliable internet
- Self-motivated and comfortable working independently
- Available to work 20–40 hours per week
- Able to follow workflows and apply feedback from supervisors
- Comfortable using browser tools, help docs, and chat platforms
- Friendly and efficient tone in writing

Tips for High Performance
Writing & Typing Fluency
Your message clarity and typing accuracy matter most. Use tools like Grammarly or Hemingway to check grammar, and type regularly to boost speed.

Product Familiarity
Study the help center, internal docs, and product tutorials. Knowing where to find the answers reduces errors and escalations.

Tone and Empathy
Even in stressful chats, remain kind and clear. Start with soft openers like "Thanks for reaching out!" or "Let's get this sorted out together."

Multitasking Workflow
Keep your screen organized with pinned tabs and shortcut tools. Manage chats while referencing macros, help articles, or team threads.

Accountability & Time Management
Stick to your assigned shifts, avoid multitasking outside the platform, and check in with your lead if you run into delays or blockers.

Using Feedback
Your QA scores are your roadmap to raises and advancement. Apply all feedback immediately and review high-performing agent transcripts for improvement.

How to Get Started
1. Submit Your Application
Upload a basic resume (experience not necessary), share your availability, and answer a short tech-readiness questionnaire.

2. Take a Typing & Writing Test

Base Salary
$ 25 - $ 35

Date posted
May 25, 2025

Valid through
01.01.2029

You'll complete a brief WPM typing test and write sample chat responses.

3. Complete a Simulation or Interview
Some applicants will be asked to complete an asynchronous simulation using the client's chat interface.

4. Attend Paid Remote Training
Join a structured training program lasting 4–5 days. You'll participate in chat practice sessions, tool walkthroughs, and product deep dives.

5. Complete Trial Shifts
Your first 2–3 shifts will include live coaching and QA support as you begin working with real users.

6. Begin Full Schedule
Once certified, you'll receive your weekly shifts and full access to internal systems, peer groups, and Slack channels.

Remote Team Culture
The client runs a globally distributed, asynchronous-first culture. You'll work with agents from dozens of countries, participate in optional Slack contests and group chats, and be eligible for peer-based recognition programs. Support managers and QA leads provide regular feedback, and career advancement is based on performance—not seniority.

Perks and Extras

- 100% remote, no phone calls
- Paid training from day one
- Part-time and full-time scheduling flexibility
- Monthly bonuses for performance
- Digital gift cards and recognition programs
- Learning stipends for online courses
- Career paths into QA, coaching, documentation, or onboarding
- Equipment reimbursements after 30 days

Why This Role Is a Great Fit
You don't need a degree, experience, or a perfect resume to qualify. If you're responsive, reliable, and write well, you'll thrive in this structured, supportive environment. This is a real chance to build a long-term work-from-home career while earning above-market pay in an entry-level role. Whether you're just starting or shifting careers, this opportunity is accessible, stable, and rewarding.

FAQs
Do I need prior customer support experience?
No. Full training is included.

Is there any phone work involved?
No phone calls—support is exclusively via chat and email.

Can I apply internationally?
Yes. This role is open worldwide for candidates who meet the language and tech requirements.

What hours are available?
You can choose your availability during onboarding. Evening and weekend coverage is often in high demand.

When will I start?

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

How to Apply

Click "Apply Now" to begin the process. With no degree or experience required and full support from day one, this is one of the most accessible and rewarding remote jobs on the market today. Get started now.

Disclosure

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