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APPLY NOW

Live Chat Support Agent – Work from Home, No Phone Calls or Experience Required

Description

Position Summary

Our client, a fast-growing digital retail brand in the wellness and lifestyle sector, is actively hiring for Live Chat Support Agent positions. These roles are 100% remote and require no prior experience, no degree, and absolutely no phone work. If you're looking for a flexible, text-based customer support job you can do from home, this is a rare opportunity to join a remote-first team and start earning quickly with full training provided.

As a Live Chat Support Agent, you'll be part of the company's online customer service team, answering questions from customers in real-time through their website chat feature. This is not a sales job and doesn't involve cold outreach. Instead, you'll assist curious shoppers, troubleshoot basic issues, and help people feel confident in their online experience. This position is ideal for people who enjoy helping others but prefer quiet, task-based work without meetings or phone calls.

What You'll Be Doing

Responding to Customer Inquiries via Chat

Using a chat dashboard, you'll answer questions from customers ranging from product details to returns, coupon issues, or order status updates. You'll type out responses with a friendly, professional tone.

Following Prewritten Responses

The majority of chats follow predictable patterns, and you'll use a library of templates and suggested responses to speed up your workflow while keeping messaging consistent and accurate.

Tagging and Logging Chats

Each chat will need to be labeled with the right issue type and include a short internal summary. This helps the team track patterns and ensures continuity if the customer reaches out again.

Escalating More Complex Issues

Hiring organization

Remote Jobs No Degree Required

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

If a customer asks a question outside of your scope—such as account recovery or technical bugs—you'll follow a simple escalation protocol so that specialized teams can take over.

Helping Ensure a Smooth Customer Experience

Your goal is to keep customers informed, supported, and happy. By answering quickly and clearly, you'll reduce abandoned orders and increase satisfaction—two key performance metrics for this role.

A Day in the Life

As a remote Live Chat Support Agent, your day begins whenever your chosen shift starts. You'll log into the web-based support platform, review updates or announcements from your supervisor, and open your chat queue. As incoming messages appear, you'll begin responding using both templates and custom replies depending on the situation. You'll typically handle 2-3 chats at once and take short breaks between blocks of work. All communications happen through text—no voice calls, meetings, or Zoom check-ins. You'll be measured on your chat speed, resolution rate, and customer feedback, and receive ongoing tips to improve each week.

Required Skills & Qualifications

- No degree or formal education required
- No previous work experience necessary—training is provided
- Ability to write clearly and professionally in English
- Typing speed of at least 40 words per minute preferred
- Familiarity with basic web navigation and common support tools
- Reliable home internet connection
- Laptop or desktop computer (no tablets or mobile-only setups)

How to Thrive in a Remote Role

Build a Quiet, Consistent Workspace

Set up a distraction-free zone where you can focus fully on your chats. A clean workspace helps with productivity and keeps you engaged during your shift.

Use the Training Resources

Don't worry if you've never worked in customer support before. The training program includes step-by-step lessons, sample chats, and a full knowledge base.

Communicate with the Team

Even though the work is independent, support agents are part of a team. Supervisors and senior agents are always available for help through internal chat tools.

Stick to a Schedule

This role offers flexible scheduling, but consistency helps build better habits. Whether you prefer mornings or nights, regular hours improve workflow and reliability.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Perks & Benefits

- Hourly pay between \$25–\$35 depending on shift and experience
- Weekly pay schedule
- Set your own schedule—part-time and full-time blocks available
- Completely remote work with no commuting or video calls
- All chat-based communication—no phones, no scripts to memorize
- Full training included at no cost
- Ongoing opportunities for bonuses and advancement

Frequently Asked Questions

Is prior experience required?

No. The position is designed for beginners. All tools, systems, and templates will be explained in training.

Do I need to speak to anyone on the phone?

No phone communication is required. This job is strictly chat-based, with no verbal interaction necessary at any stage of the process.

What are the typical shift hours?

Shifts are available 24/7 in rotating time blocks. You'll have the option to select hours that work best for your time zone and availability.

Is there room to grow?

Yes. After 60–90 days, top performers may be offered higher-tier positions in support quality control, internal training, or product support.

Do I need to be based in a specific country?

No. This role is open globally. You just need to have strong English writing skills and meet the technical requirements listed above.

How to Apply

To apply for this position, you'll complete a short online application, submit your availability, and complete a typing and communication assessment. Successful applicants will be contacted via email with access to the training portal and schedule builder. No fees, hidden costs, or downloads are required to get started.

Why This Remote Job Is Perfect for You

If you're looking for a legitimate, work-from-home job that doesn't require cold calling, prior experience, or a college degree, this Live Chat Support Agent role offers everything you need. With flexible hours, competitive pay, and a supportive team environment, this position is great for stay-at-home parents, students, freelancers, caregivers, or anyone wanting to take control of their income and schedule. Start your remote career on the right foot—apply today and join a team that values communication, autonomy, and growth.



APPLY NOW

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