



<https://remotejobrecruiting.com/job/non-phone-work-from-home-jobs-remote-chat-support-25-35-hour/>



Non Phone Work from Home Jobs – Remote Chat Support | \$25–\$35/Hour

Description

Position Summary

Looking to earn \$25 to \$35 per hour from home without ever picking up a phone, and with no degree or prior experience required? Our client is hiring enthusiastic individuals for non phone work from home jobs, focusing on live chat and email customer support. This role is perfect for those who excel in written communication and want the flexibility of a fully remote position. You'll assist customers with inquiries, resolve issues, and deliver exceptional service, all from the comfort of your home office.

This opportunity offers flexible scheduling, allowing you to choose shifts that fit your lifestyle, whether you prefer mornings, evenings, or weekends. The client is committed to inclusive hiring, welcoming candidates from diverse backgrounds with no formal education or experience needed. All you need is a passion for helping others and basic tech skills. This is a legitimate, remote-first role with comprehensive training to ensure your success in non phone work from home jobs.

As a remote chat support specialist, you'll handle customer inquiries through live chat and email, addressing topics like product questions, order statuses, or account issues. You'll use the client's knowledge base to craft accurate, professional responses, troubleshoot basic problems, and escalate complex cases when necessary. This role is ideal for those who prefer text-based communication and want to avoid phone-based work entirely. It's one of the top remote jobs hiring now, offering a reliable income and opportunities to build valuable skills.

Why choose this position? It's a low-barrier entry into remote work, with no phone calls required and a supportive environment to help you grow. The client's remote-first model lets you work from anywhere with a reliable internet connection, balancing personal responsibilities while earning a competitive wage. If you're searching for flexible remote jobs that prioritize written communication, this role is an excellent fit.

About the Client

Our client is a fast-growing company partnering with leading brands in industries like ecommerce, technology, and wellness to provide top-tier customer support. Operating 24/7 to serve a global audience, they rely on a dedicated remote team to deliver timely, well-crafted responses via chat and email. Their innovative approach ensures their partners maintain strong customer relationships through efficient, text-

Hiring organization

Work From Home Customer Service
Jobs No Experience Needed

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

based support.

With a remote-first philosophy, the client prioritizes inclusivity, hiring candidates without degrees or experience and providing robust training to help them succeed. Their commitment to diversity creates a welcoming environment for those seeking non phone work from home jobs, empowering team members to build rewarding careers in a flexible, virtual setting.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Key Responsibilities

- **Respond to Live Chat Inquiries:** Engage with customers in real-time via the client's chat platform, answering questions about products, services, or accounts with clarity and professionalism to ensure satisfaction.
- **Handle Email Support Tickets:** Craft clear, accurate email responses to customer inquiries, using the client's templates and knowledge base to resolve issues efficiently and consistently.
- **Process Refunds and Exchanges:** Manage refund or exchange requests by following the client's guidelines, ensuring accuracy and maintaining a friendly tone to keep customers satisfied.
- **Use Knowledge Base Resources:** Access the client's internal tools to find accurate information on products or policies, ensuring your responses align with brand standards.
- **De-escalate Customer Concerns:** Use empathetic language and problem-solving skills to address frustrated customers, offering solutions to restore their confidence in the brand.
- **Track Performance Metrics:** Monitor your response times, resolution rates, and customer satisfaction scores using the client's tools to meet team performance goals.
- **Collaborate with Remote Team:** Communicate with colleagues via Slack or similar platforms to share insights, escalate issues, or coordinate on time-sensitive customer needs.
- **Document Interactions Accurately:** Log customer interactions in the client's CRM system, ensuring all details are recorded clearly for future reference or follow-up.
- **Stay Updated on Policies:** Regularly review updates to the client's products, services, or guidelines to provide accurate and current information to customers.
- **Contribute to Process Improvements:** Share feedback from customer interactions with your manager to help refine support strategies and enhance service quality.
- **Manage Multiple Chats Efficiently:** Handle simultaneous chat sessions, prioritizing urgent inquiries while maintaining accuracy and professionalism in your responses.

How Your Day Will Look

Morning: You start your shift by logging into the client's support platform from your home workspace. After reviewing the latest knowledge base updates, you dive into live chats. A customer asks about a product's compatibility, and you craft a concise, friendly response using the client's resources. You also tackle a few email tickets about billing issues, ensuring each reply is clear and professional. A Slack message from your team shares a new troubleshooting tip, which you note for later use.

Midday: The chat queue picks up, and you manage multiple conversations, including one from a customer needing help with a return. You write a clear, empathetic response to approve the request, following the client's process. During a

brief pause, you join a virtual team chat on Slack, where colleagues share strategies for handling busy periods. You escalate a technical query to a senior agent, documenting it clearly in the CRM system.

Afternoon: As your shift progresses, you focus on clearing email tickets, responding to inquiries about shipping and promotions. A frustrated customer contacts you about a delayed order, and you use empathetic language to de-escalate and provide a solution. You check your performance dashboard, pleased with your high resolution rate. Before logging off, you share a suggestion in the team's Slack channel to streamline a common query process, feeling connected to your remote team.

Required Qualifications

This role is tailored for individuals eager to start a remote customer service career with no phone calls, requiring no degree or prior experience. The client values soft skills like empathy, clear written communication, and adaptability to deliver outstanding service. You should be comfortable navigating basic software, including web browsers, messaging apps, and CRM systems, with a willingness to learn new tools quickly.

You'll need a reliable high-speed internet connection (minimum 25 Mbps download speed) and a quiet, distraction-free workspace. A computer or laptop with at least 8GB of RAM and a modern operating system (Windows 10 or later, or macOS 11 or later) is required. A typing speed of at least 40 words per minute with 90% accuracy is essential to handle the volume of chats and emails efficiently. If you're motivated and prefer text-based work, this is one of the best non phone work from home jobs available.

Skill-Building Tips for Success

Typing Speed and Accuracy: Fast, accurate typing is crucial for managing multiple chats. Practice with tools like TypingTest.com or 10FastFingers to reach 40+ words per minute with minimal errors, ensuring efficient responses.

Text-Based Empathy: Build customer trust by using warm, understanding language. Practice rephrasing negative feedback into positive solutions, like turning "We can't do that" into "Here's how I can assist you!"

Time Management: Balance multiple chats and emails by prioritizing urgent tickets and using timers to stay on track. Take short breaks to maintain focus and avoid burnout during busy shifts.

Product Knowledge: Master the client's knowledge base during training. Create a personal reference guide for common issues to provide quick, accurate responses that align with brand guidelines.

Stress Management: Handling frustrated customers can be challenging. Use mindfulness techniques, like deep breathing or quick stretches, to stay calm and focused during high-pressure moments.

Continuous Learning: Leverage the client's training resources and explore free online courses on platforms like Coursera to improve your customer service skills. Stay open to feedback to grow in the role.

Onboarding Process with the Client

Application & Interview: Submit your application through our job board, answering questions about your interest in non phone remote work. If selected, you'll have a virtual interview to discuss your availability and goals.

Skills Assessment: Complete an online test to evaluate your typing speed, written communication, and ability to follow instructions, ensuring you're prepared for the role.

Paid Training: Join a 1–2-week paid training program, conducted remotely, to learn the client's systems, products, and customer service protocols for text-based support.

Shadowing: Observe experienced agents handling live chats and emails, gaining practical insights and the chance to ask questions about real-world scenarios.

Ramp-Up: Start handling a small number of customer interactions with guidance, receiving feedback to build confidence and refine your skills.

Full Integration: Within 4–6 weeks, you'll manage a full workload independently, with ongoing support from your team and access to resources.

Work Culture

The client's remote-first culture is collaborative and inclusive, connecting team members through Slack for work updates, tips, or casual chats. Virtual team-building events, like online quizzes or coffee chats, foster a sense of community. Managers provide regular feedback through one-on-one check-ins, helping you grow while ensuring you feel supported.

The asynchronous work model offers flexibility to manage tasks independently, with shift options that fit your schedule. The client values diversity and work-life balance, creating a welcoming environment where you can thrive. Whether you're collaborating on a customer issue or sharing ideas with teammates, you'll feel part of a dynamic, remote community focused on text-based support.

Non-Traditional Benefits

While this role does not offer health insurance, the client provides a range of perks to enhance your remote work experience:

- **Paid Training:** Get compensated during the comprehensive training program, ensuring you're paid while learning.
- **Flexible Hours:** Choose part-time or full-time shifts, including mornings, evenings, or weekends, to suit your lifestyle.
- **Referral Bonuses:** Earn extra pay by referring candidates who join the team and meet performance targets.
- **Home Office Stipend:** Receive a one-time payment to equip your workspace with essentials like a headset or ergonomic chair.
- **Learning Platforms:** Access free online courses to develop skills in customer service, communication, or technology.
- **Recognition Programs:** Enjoy rewards like gift cards or shout-outs for exceptional performance.
- **Performance Incentives:** Unlock bonuses for achieving high customer satisfaction or resolution metrics.

Why This Job is Perfect for You

This non phone work from home job is an excellent opportunity for anyone looking to start a career without prior experience or a degree. Earning \$25–\$35 per hour, you'll gain transferable skills like communication, problem-solving, and time management, all while avoiding phone-based work. The flexible schedule makes it ideal for students, parents, or anyone balancing personal responsibilities.

With opportunities to advance to senior support roles or explore other positions within the client's organization, this job offers clear growth potential. The supportive training and inclusive culture ensure you'll succeed, even as a beginner. If you're seeking non phone work from home jobs hiring now, this position provides stability, skill development, and the freedom to work on your terms.

Frequently Asked Questions

Is this a phone-based role? No, this role is entirely text-based, involving live chat and email support, making it ideal for those seeking non-phone remote jobs.

Do I need prior experience or a degree? No experience or degree is required. The client provides paid training to prepare you for the role.

Is this part-time or full-time? Both part-time (20–30 hours/week) and full-time (40 hours/week) options are available, based on your preference.

What hours can I work? Flexible shifts include daytime, evening, and weekend options to accommodate your schedule.

What are the tech requirements? You'll need a computer with 8GB of RAM, a modern operating system, and a high-speed internet connection (25 Mbps minimum).

Can international applicants apply? Yes, international candidates are welcome if they meet tech and time zone requirements.

How soon can I start? The hiring process takes 2–4 weeks, with immediate openings for qualified candidates.

How to Apply

Ready to jump into non phone work from home jobs? Click the "Apply Now" button on our job board to submit your application. The process is simple and supportive, guiding you toward a rewarding remote career that prioritizes written communication. Apply today and start building your future with a flexible, well-paying role!



Disclosure

Disclaimer: Please note that RemoteJobRecruiting.com is NOT a recruitment agency. We are not an agent or representative of any employer.

Marketing Disclosure: *This website is a marketplace. As such you should know that the owner has a monetary connection to the product and services advertised on the site. The owner receives payment whenever a qualified lead is referred but that is the extent of it.*

Be sure to check out our partner sites at [Jobtacular](#)