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Online Chat Agent – Remote Position with Flexible Hours, No Degree Needed

Description

Position Summary

An international lifestyle and wellness company is looking for new team members to join its expanding remote support division as Online Chat Agents. This is a text-based, customer-facing role ideal for individuals seeking remote employment without the need for a college degree or previous experience. The job offers full flexibility, comprehensive training, and the opportunity to work from anywhere with a reliable internet connection.

As an Online Chat Agent, you will assist customers in real time through a web-based chat interface. You will help users with common inquiries related to orders, accounts, product details, and discount codes. This is a phone-free job—no calls, no video, and no outbound sales. All interactions are managed through live chat using an easy-to-use system that includes template responses and real-time support access.

What You'll Be Doing

Providing Live Chat Support

Your main responsibility will be responding to customer questions and concerns via live chat. You'll use a structured interface where customer inquiries appear in a dashboard for you to address quickly and clearly.

Using Scripted Responses and Templates

Most replies can be handled using approved templates, canned responses, or dropdown selections. These scripts are designed to save time and ensure that every customer receives a helpful and consistent reply.

Handling Multiple Conversations

Agents typically manage 2–3 simultaneous chats. The chat system is equipped with alerts, timers, and visual aids that allow you to navigate between conversations efficiently while maintaining professionalism.

Escalating Complex Requests

Hiring organization

Remote Live Customer Support
Jobs (No Degree)

Employment Type

Full-time, Part-time, Contractor

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

When a customer's question requires advanced intervention—such as returns, refunds, or policy exceptions—you will pass the chat to a specialist or supervisor, following a simple escalation process.

Tagging and Summarizing Conversations

At the end of each conversation, you will select a tag that categorizes the issue and write a short summary of the interaction. These steps help the company monitor performance and track customer satisfaction trends.

A Day in the Life

After logging in to the company's secure platform, you will begin your shift by accepting incoming chat requests. The software provides everything you need to respond accurately, including product documentation, live prompts, and AI-assisted suggestions. You will work independently, managing your own queue and keeping track of chat statuses. Supervisors are available through internal channels to assist with questions at any time. You will take scheduled breaks and then log off at the end of your shift—no lingering responsibilities or follow-ups.

Required Skills & Qualifications

- No degree or certifications required
- No previous work experience necessary
- Comfortable writing and reading in English
- Typing speed of at least 30 words per minute
- Basic computer and browser navigation skills
- Reliable high-speed internet connection (10 Mbps minimum)
- Access to a laptop or desktop (tablets/phones not supported)
- Strong attention to detail and ability to follow instructions

How to Thrive in a Remote Role

Build a Dedicated Workspace

A quiet environment free from distractions is key to success. You don't need an office—just a stable space with a desk, chair, and headset if needed.

Follow the System

Chat templates, escalation protocols, and internal workflows are all designed to help you work efficiently. Mastering them allows you to improve speed, accuracy, and performance bonuses.

Ask for Help When You Need It

Supervisors are on standby during every shift to support agents with unclear situations or customer escalations. Asking questions is encouraged and helps you grow faster in the role.

Stay on Schedule

Reliable attendance and punctuality help you qualify for longer-term contracts and better shift options. Flexibility is offered, but consistency is rewarded.

Base Salary

\$ 8000 - \$ 10000

Date posted

June 28, 2025

Valid through

01.01.2029

Perks & Benefits

- Earn \$25–\$35 per hour depending on experience and availability
- Weekly direct deposit via secure digital payout systems
- Set your own hours—work full-time, part-time, or on weekends only
- Zero phone or video communication required
- Paid onboarding and training modules
- Remote work from any global location with stable internet
- Access to 24/7 team support via internal chat tools
- Opportunities for advancement and increased pay tiers

Frequently Asked Questions

Do I need customer service experience?

No. This role is designed for people new to the field. The provided training will cover all processes and prepare you to work effectively from day one.

Will I have to make or receive phone calls?

No. This is a live chat position with no audio or video requirements. All communication with customers happens in writing via chat interface.

How soon can I get started?

Once approved, training can start as early as this week. Training is self-paced and paid, and most agents begin working their first shifts within 5–7 days.

Is this role open to international applicants?

Yes, as long as you meet the technical requirements and are fluent in written English, you can apply from anywhere in the world.

Are there performance bonuses or incentives?

Yes. Agents who maintain high satisfaction scores and efficient chat resolution times may qualify for hourly increases or bonus payments.

How to Apply

To apply, complete a short online application that includes your availability, internet speed check, and a basic typing test. No resume or prior work history is needed. Once accepted, you'll receive login credentials to the training portal and instructions for your onboarding. There's no interview—just a focus on skills, consistency, and enthusiasm to work in a fast-paced, remote environment.

Why This Remote Job Is Perfect for You

This Online Chat Agent position is ideal for anyone ready to break into remote work without the usual hurdles. No degree? No experience? No problem. You'll be trained, supported, and given the tools to thrive—all while working from your home or any location you choose. If you want to earn a reliable income on a flexible schedule while building career-ready skills, this job offers a professional foundation with long-term growth potential. Apply today and start your journey as a remote customer support professional.



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