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Online Chat Assistant – Beginner-Friendly Remote Role with Flexible Hours

Description

Position Summary

Our client, a tech-enabled retail startup specializing in lifestyle and digital products, is currently hiring Online Chat Assistants to support their growing customer base. This is a fully remote, chat-only position open to candidates with no previous customer service experience or formal education. It's a rare opportunity to enter the remote work industry with full training provided, weekly pay, and no phone calls required.

As an Online Chat Assistant, you'll be responsible for communicating with customers through a live chat interface. You'll provide support, answer questions, and guide users through online transactions. All tools are browser-based, and you'll never need to speak on the phone, attend video calls, or work in an office. Whether you're just starting your career, need a job you can do from home, or want to supplement your income on a flexible schedule, this role is built for you.

What You'll Be Doing

Answering Customer Inquiries via Chat

You'll respond to messages from website visitors and existing customers who need help with product selection, account issues, or troubleshooting minor technical problems. Most conversations are short and friendly.

Using Chat Templates and Resources

The company provides a complete library of prewritten responses and FAQs that make it easy to answer common questions. You'll follow these guidelines while adapting responses to match the tone and context of each chat.

Redirecting Conversations When Needed

For any situations that require technical support or management intervention, you'll tag the chat and escalate it to the appropriate department. Clear instructions will be provided so you always know what to do.

Updating Chat Logs and Internal Notes

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

Each customer interaction is logged in the chat software with a short summary and relevant tags. You'll learn how to complete these quickly so the system stays up-to-date.

Multitasking and Managing Chat Volume

You may handle 2-3 conversations at once during busy times. The system will guide you through prioritizing replies and tracking open messages to ensure smooth responses.

A Day in the Life

Your day begins when you log into the company's support dashboard from your personal device. You'll check for announcements, updates, or special promotions that may affect customer inquiries. Once marked as available, you'll begin receiving incoming chats. Most of your time is spent typing out helpful, clear responses to customers using provided scripts and chat tools. On slower days, you may have extended breaks between chats. On busier days, you'll manage multiple threads simultaneously. Throughout your shift, you'll have access to team chat rooms, help documents, and supervisors who can answer questions in real-time. There are no phone calls, meetings, or video sessions required—everything is done through text and browser-based tools.

Required Skills & Qualifications

- No previous experience necessary
- No degree required
- Proficient in written English
- Typing speed of at least 35 words per minute is helpful
- Comfortable using search tools and browser tabs
- Access to a reliable internet connection
- Own a desktop or laptop computer (mobile/tablet not supported)
- Ability to work independently with minimal supervision

How to Thrive in a Remote Role

Create a Calm Workspace

You don't need a full home office, but a quiet, clutter-free space will help you stay focused during your shifts and avoid distractions.

Follow Templates and Best Practices

Stick to the training, use the chat templates, and refer to the internal guide as needed. This will help you perform well and reduce stress as you learn.

Communicate with Team Leaders

If you feel stuck, confused, or unsure about how to handle a chat, ask. Team leaders are available throughout each shift to provide support.

Stick to a Consistent Schedule

While shifts are flexible, consistent hours improve your performance and ensure more predictable weekly pay.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Perks & Benefits

- Pay rate: \$25–\$35 per hour depending on shift
- Paid weekly via direct deposit or standard payment apps
- Full training provided—no experience required
- 100% remote, with flexible work hours
- No calls, no meetings—only written chat communication
- Access to internal chat groups, knowledge base, and supervisor support
- Eligible for raises and bonuses based on performance

Frequently Asked Questions

Do I need to have a tech background?

No. While comfort with basic web tools is helpful, no technical background is needed. The platform is easy to learn and includes tutorials to get you started.

Can I choose my own hours?

You can choose from available shifts to fit your schedule. New shift windows open every week and can be selected on a first-come, first-served basis.

Is this a long-term role?

Yes. This position is designed for long-term support team growth. Many agents continue in this role for 6+ months and move into advanced positions.

Is any phone or video work required?

No. All communication is done through a secure live chat platform. You won't be asked to call or speak with customers.

What kind of support is available?

Supervisors, onboarding managers, and senior team members are available during every shift through internal chat. You'll never be left alone to figure things out.

How to Apply

To get started, submit a brief application with your name, location, availability, and typing proficiency. If selected, you'll receive an email invitation to complete a short training and chat simulation. Upon successful completion, you'll be onboarded and assigned your first shift. No hidden fees, downloads, or interviews required—everything happens online and at your own pace.

Why This Remote Job Is Perfect for You

Whether you're a student, stay-at-home parent, digital nomad, or someone looking to leave retail or fast food work behind, this Online Chat Assistant position gives you a path toward stable income with complete location freedom. There's no pressure to perform sales, no need to talk on the phone, and no special experience needed. If you can type, stay organized, and follow simple instructions, this role could be your entry point into the world of online work. Apply now to begin earning on your own schedule and join a remote-friendly company that supports your growth.



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