

**APPLY NOW**

## Digital Chat Assistant – Online Position – \$25–\$35/Hour – Entry-Level, No College Degree or Prior Experience Required

### Description

#### Position Summary

A global digital support firm is hiring Online Chat Assistants to manage live customer interactions for a fast-growing subscription software client. This is a fully remote, entry-level position with flexible shifts, a competitive hourly rate of \$25–\$35, and full paid training. You do not need a college degree or prior experience to qualify. All communication occurs through chat and email—no phone calls required. The ideal candidate is reliable, a strong writer, and eager to start earning from home.

#### The Client & Your Responsibilities

The client is a well-known cloud-based tool provider used by entrepreneurs, freelancers, and teams to manage daily tasks, communication, and subscriptions. As a Chat Assistant, your responsibility is to help users resolve common issues related to their accounts, payments, and platform features. You'll operate entirely in written form, providing support through a live chat platform and email ticketing system. You'll also work with internal templates, help documentation, and team tools like Slack and Notion to ensure efficient communication and consistent quality.

#### Daily Tasks and Responsibilities

- **Live Chat Support:** Respond in real time to customer issues ranging from login problems to feature walkthroughs.
- **Email Support:** Address asynchronous questions, clarifications, or billing adjustments submitted via email.
- **Use Macros and Help Docs:** Work efficiently by referencing existing saved replies and product help documentation.
- **Tagging and Logging:** Categorize each customer interaction accurately and leave complete internal notes for record-keeping or follow-up.
- **Escalation and Delegation:** Forward complex issues to technical or billing teams with full documentation attached.
- **Internal Communication:** Use Slack channels to ask questions, stay updated on product changes, or contribute insights.
- **Contribute to Knowledge Base:** Suggest edits to outdated macros or flag trends in customer questions that need better resources.
- **Maintain Performance Metrics:** Meet or exceed targets in average reply time, ticket volume, and customer satisfaction ratings.

#### What Your Shift Will Look Like

##### Beginning of Shift

Log into the ticketing system, review company-wide announcements, and check for

#### Hiring organization

Work From Home Chat Support

#### 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

changes in macros or known bugs. Open email tickets first while preparing for chat volume.

### **Mid-Shift Activity**

You'll actively manage 3–5 live chat windows, resolving issues and multitasking between chats and emails. This period includes high customer activity and often requires fast response time and clear written communication.

### **End of Shift**

Finish remaining tickets, add notes, and escalate unresolved cases. Write a short handoff note for the next shift and review your shift metrics. Use remaining time for optional product training or macro feedback.

### **Basic Requirements**

- No prior experience or degree required
- High school diploma or equivalent
- Minimum typing speed of 40 WPM with accurate spelling and grammar
- Strong written English communication skills
- Personal computer or laptop and stable internet connection
- Comfortable navigating modern web tools and communication platforms
- Available for 20–40 hours per week (evening and weekend availability is a plus)
- Reliable, self-motivated, and focused in a remote work environment
- Able to handle multiple conversations at once and follow structured workflows
- Willing to accept feedback and iterate quickly

### **Tips to Excel in This Role**

#### **Typing & Communication**

Focus on clarity. Quick, grammatically clean responses win over customers more than fancy language. Practice typing daily to maintain speed and avoid fatigue.

#### **Product Familiarity**

Read the platform's help center and watch demo videos during onboarding. This will help you avoid escalating tickets unnecessarily and boost confidence.

#### **Tone and Empathy**

Use human tone—even with templates. Say “Thanks for your patience—here's what I've done” instead of robotic language.

#### **Workflow Optimization**

Use browser shortcuts, pinned tabs, and split-screen modes to handle live chats while referencing help docs and internal threads.

#### **Self-Management**

Keep your shift routine structured. Breaks, workspace organization, and distraction-blocking tools can help you stay productive and on time.

#### **Feedback Adaptation**

Treat every QA review as actionable advice. Top agents implement suggestions immediately and show measurable improvement.

#### **How You'll Get Started**

##### **Application**

Submit your resume (experience not required) and complete a short questionnaire about your availability and tech setup.

### **Base Salary**

\$ 25 - \$ 35

### **Date posted**

April 29, 2026

### **Valid through**

01.01.2029

### **Typing & Chat Simulation**

You'll be asked to take a typing test and complete sample chat responses based on common customer support scenarios.

### **Interview or Async Simulation**

Qualified candidates may complete a short asynchronous Q&A or a real-time chat simulation to demonstrate writing clarity and decision-making.

### **Paid Remote Training**

Attend a structured 5-day remote training program that includes platform walkthroughs, ticket practice, and live shadowing sessions. All training is paid.

### **Mentored Trial Shifts**

Complete 3–4 practice shifts under observation, with real-time feedback from senior team leads or QA specialists.

### **Ongoing Work Assignment**

Once cleared, you'll receive a shift schedule, access to internal Slack threads, and full integration into your team dashboard.

### **Team Environment**

The client maintains an async-first work culture across multiple time zones. Agents are encouraged to collaborate via Slack and contribute to continuous improvement projects. Feedback is frequent, peer support is readily available, and advancement is based on performance rather than tenure or titles. You'll work independently but never feel isolated.

### **Perks & Benefits**

- Paid training from day one
- 100% remote role with flexible hours
- No calls—strictly chat and email communication
- Digital rewards and bonus eligibility for top agents
- Monthly recognition programs and contests
- Reimbursement for home office setup after 30 days
- Access to premium learning tools like Skillshare and Coursera
- Clear promotion path to QA, trainer, or team lead roles within 90 days

### **Why This Is a Great Fit for You**

This role is ideal for anyone looking to start a real online job with stability, growth potential, and a low barrier to entry. There's no need for a degree or prior experience. If you're dependable, quick with a keyboard, and ready to learn, you'll thrive here. Unlike phone-heavy call center jobs, this position focuses on writing, structure, and calm multitasking. You'll gain in-demand remote skills while earning strong hourly pay from day one.

### **Common Questions Answered**

#### **Do I need experience?**

No. You'll receive full paid training and daily feedback to help you grow into the role.

#### **Will I have to take phone calls?**

Never. This role is exclusively live chat and email support.

#### **Can I work internationally?**

Yes. Candidates worldwide are welcome, provided they meet equipment and language requirements.

**How quickly can I start?**

Most new hires start training within 7–10 days of completing the application and assessment process.

**What shifts are available?**

You'll indicate your availability during onboarding. Both part-time and full-time shifts are open, including evenings and weekends.

**Ready to Apply?**

Click "Apply Now," upload your resume, and complete the short pre-hire assessment. With no experience or degree required and full support provided, this is one of the most accessible work-from-home opportunities available. Start your remote job journey today.

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