

<https://remotejobrecruiting.com/job/online-chat-customer-support-entry-level-remote-role-25-35-hr-no-degree-or-experience-required/>

APPLY NOW

Digital Chat Customer Support – Entry-Level Online Role – \$25–\$35/hr – No College Degree or Prior Experience Required

Description

Position Summary

An international remote workforce provider is hiring Online Chat Customer Support Representatives on behalf of a subscription-based tech platform serving global users. This entry-level opportunity pays \$25 to \$35 per hour, requires no prior experience or degree, and is fully remote. You'll handle customer inquiries exclusively through live chat and email—no voice support involved. The role offers paid training, flexible shift options, and a clear path to advancement for those ready to grow within a professional support environment.

About the Client & Your Daily Work

The client provides cloud-based digital services that help entrepreneurs, small businesses, and remote teams organize their workflows and communication. As an Online Chat Support Representative, you'll be on the front lines responding to inquiries related to login issues, feature navigation, account management, and billing. Using saved replies, an internal knowledge base, and chat systems, you'll deliver efficient, friendly support to customers all over the world.

Key Responsibilities

- **Live Chat Support:** Respond to incoming chat requests in real-time, assisting users with account questions, billing issues, and platform navigation.
- **Email Ticket Responses:** Manage support tickets submitted via email, providing thoughtful, detailed replies.
- **Saved Responses & Knowledge Base:** Utilize pre-written macros and documentation to streamline support while ensuring responses feel personal.
- **Ticket Documentation:** Log internal notes, categorize tickets correctly, and maintain clean data for tracking and QA purposes.
- **Escalation Management:** Hand off complex or technical issues to billing or engineering teams with proper notes and context.
- **Internal Communication:** Collaborate with your QA lead and fellow agents using Slack for updates, feedback, and coordination.
- **Feedback Contribution:** Identify recurring support issues and suggest updates to templates or help documentation.
- **Meet Daily KPIs:** Maintain consistent performance in average handle time, chat quality, customer satisfaction (CSAT), and issue resolution rate.

Your Daily Workflow

Hiring organization

Remote Chat Support Customer Service Jobs

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

Start of Shift

Log into the CRM and chat tools, check for team updates, review any urgent announcements, and begin working through queued email tickets.

Mid-Shift Flow

Live chat activity increases. You'll manage multiple conversations at once, using saved replies and documentation to deliver accurate answers quickly.

Wrap-Up Period

Finish outstanding chats, flag tickets requiring follow-up, update Slack with shift notes, and review your performance dashboard before clocking out.

Qualifications

- No prior experience or degree required
- High school diploma or equivalent
- Strong written English communication
- Typing speed of 40+ WPM
- Reliable computer or laptop and consistent internet connection
- Self-motivated with strong attention to detail
- Friendly, helpful tone in writing
- Available 20-40 hours per week, including evenings or weekends if desired
- Comfortable using browser tools, chat dashboards, and cloud-based platforms
- Open to feedback and real-time coaching

How to Succeed in the Role**Improve Typing & Tone**

Use Grammarly and typing practice tools to ensure your replies are fast and error-free. Be concise, helpful, and human.

Study the Product

During training, explore the help center, test the platform, and get familiar with user pain points. Knowledge equals faster responses.

Balance Speed & Empathy

Users want fast answers but also understanding. Lead with "Thanks for reaching out—I can help with that!" and close with "Let me know if anything else comes up."

Master Multitasking

Work with multiple tabs, keep docs handy, and use macros smartly. Prioritize active chats without sacrificing quality.

Leverage Feedback

Every QA report helps you grow. Apply changes immediately, and track your improvement using performance dashboards.

Step-by-Step Hiring Process**Step 1 – Apply**

Upload your resume and fill out a short questionnaire. No experience required.

Step 2 – Typing & Writing Test

You'll complete a short typing assessment and respond to mock customer queries to demonstrate clarity and tone.

Step 3 – Chat Simulation

If selected, complete a live or asynchronous chat support simulation.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Step 4 – Paid Remote Training

Attend 4–6 days of onboarding including live classes, ticket handling practice, and product walkthroughs.

Step 5 – Mentored Trial Shifts

Start with 2–3 paid trial shifts and receive coaching from a QA lead before full approval.

Step 6 – Regular Schedule Assignment

Get your shift schedule, Slack access, and begin working with real tickets in a supportive, fully remote environment.

Work Culture & Environment

The client values async-first collaboration. You'll communicate via Slack and shared dashboards with no daily meetings. Advancement is based on performance, not time served. You'll be recognized through digital awards, bonus opportunities, and eligibility for internal promotions within the support structure.

Perks & Benefits

- Fully remote with global eligibility
- Paid onboarding and trial shifts
- Flexible part-time or full-time shifts
- 100% non-phone support (chat and email only)
- Performance-based bonuses and gift cards
- Learning access (Skillshare, Udemy, Coursera)
- Equipment stipend after 30 days
- Promotions into QA, macro editing, or training roles

Why This Role Is a Perfect Fit

This is one of the most accessible high-paying remote jobs available. With no phone work, no degree, and no experience required, you'll receive full training, ongoing feedback, and a clear career path—all while working comfortably from home. Whether you're entering remote work for the first time or switching out of retail or call center jobs, this role offers flexible hours, great pay, and real opportunities to grow.

Frequently Asked Questions

Do I need a degree or experience?

No. This is a beginner-friendly remote position with all training provided.

Is this a phone support job?

No. All customer interaction is handled via chat and email only.

Can I work from outside the U.S.?

Yes. As long as your internet is stable and your English is fluent, you can work globally.

How fast can I start?

Training groups begin every week. Most applicants are hired and onboarded within 7–10 days.

How do I apply?

Click "Apply Now" to submit your resume and complete the short assessment. Don't miss this chance to earn \$25–\$35/hr from home—no experience or degree needed.



APPLY NOW

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