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# Online Chat Support Agent – Remote Job Without a Degree

## Description

### Position Summary

A global consumer technology company is expanding its remote support team and hiring Online Chat Support Agents. This is a fully remote, non-phone role ideal for individuals who want to work from home without needing a college degree or prior experience. Whether you're new to the workforce or shifting careers, this position offers full training, flexible hours, and competitive pay for entry-level support work.

As a Chat Support Agent, you'll interact with customers exclusively through text-based chat. You'll answer questions, troubleshoot issues, and offer guidance using company-provided scripts and templates. If you're organized, write clearly, and can type efficiently, this opportunity offers an excellent first step into the remote job market.

### What You'll Be Doing

#### Responding to Inbound Customer Messages

Handle real-time incoming chats from customers on the brand's website and mobile app. Topics range from basic product questions to account access help and order tracking.

#### Using Company-Approved Scripts

Most chat responses follow established scripts that have been tested for speed and clarity. You'll quickly learn where to find the right replies and how to personalize them without straying from the guidelines.

#### Escalating Support Requests When Needed

When a customer needs something outside your access level—like refunds or technical escalations—you'll forward the conversation to a supervisor. This ensures quality customer outcomes without added pressure on you.

#### Keeping Chat Logs Updated

Each chat requires a short wrap-up summary using dropdown tags and brief notes. These entries help the broader support team track trends and deliver consistent

## 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

follow-up when needed.

## Handling Multiple Conversations

At times, you may be assigned more than one customer at once. The platform's tabbed layout and built-in time alerts help you manage simultaneous conversations with ease.

## A Day in the Life

You'll begin by logging into the chat dashboard from your computer. After reviewing your daily briefing, you'll receive customer chat requests during your scheduled shift. You'll use your training materials and internal tools to respond. You won't be asked to attend meetings or make outbound calls—your focus is solely on providing written assistance. At the end of your shift, you log out with no after-hours tasks or callbacks.

## Required Skills & Qualifications

- No degree required

- Basic computer and typing skills (30+ WPM recommended)
- Strong written English communication
- Reliable high-speed internet connection
- Laptop or desktop with updated web browser

## How to Thrive in a Remote Role

### Create a Routine

Establish a consistent work schedule to improve focus and increase your eligibility for preferred shifts and bonuses.

### Use Templates Effectively

Stick to the scripts where possible—they're designed to make your work easier and faster while still delivering excellent support.

### Ask Questions During Training

The onboarding process is designed to help you succeed. Don't hesitate to reach out to your support lead with questions during your initial sessions.

### Stay Organized

Keep your tools open and your workspace clear. You'll be more efficient if you can easily access your scripts, FAQs, and past chat logs.

## Perks & Benefits

- Hourly pay between \$25 and \$35, based on shift and experience

### Base Salary

\$ 8000 - \$ 10000

### Date posted

June 30, 2025

### Valid through

01.01.2029

- Fully remote – work from home or while traveling
- Flexible scheduling, including part-time and full-time options
- Paid training with certification
- No phone calls, video chats, or meetings required
- Weekly direct deposit payouts
- Opportunities for advancement after 60 days

## Frequently Asked Questions

### Can I apply without experience?

Yes. This role is designed for first-time workers or those switching into remote careers. Training is provided.

### Is this job really phone-free?

Yes. All interactions are handled via text chat. You'll never be asked to make or take phone calls or join video meetings.

### Is the position open internationally?

Yes. As long as you meet the technical requirements and are proficient in English, you can apply from any country.

### How fast is the onboarding process?

Most applicants begin training within 72 hours of acceptance. The training is self-paced and typically takes 3–5 days to complete.

### Will I be working set hours?

You'll choose from available time blocks each week. Over time, consistent workers gain access to premium shift options.

## How to Apply

To apply, complete the short online form, which includes your availability, device information, and a short typing test. No resume is required. Once submitted, your profile will be reviewed, and selected candidates will receive onboarding instructions and access to the training platform.

## Why This Remote Job Is Perfect for You

This Online Chat Support Agent role gives you a clear, simple way to break into remote work without the need for a degree or resume full of experience. It's built for people who are dependable, ready to learn, and comfortable writing messages in a professional tone. With hourly pay, no phones, and flexible scheduling, it's one of the best remote entry points available for new workers—and a dependable income source for those who want the freedom of working from anywhere.

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