

**APPLY NOW**

## Chat Support Specialist – Remote – Overnight Role – No Degree or Experience Needed

### Description

#### Position Summary

An international software and lifestyle brand is expanding its customer care operations and currently hiring Overnight Remote Chat Support professionals to cover after-hours customer service shifts. This is an ideal opportunity for night owls, students, second-income seekers, or anyone looking for overnight remote jobs with no experience required and no college degree necessary. You'll be handling customer chats and emails exclusively—no phone work involved.

This is a fully remote position available globally, with flexible shift blocks between 8:00 PM and 8:00 AM in your local timezone. Compensation ranges from \$25–\$35 per hour based on availability and performance. Full paid training is provided, and all work is conducted via web-based chat platforms.

#### About the Client

Our client operates a popular eCommerce and subscription platform that supports hundreds of thousands of customers worldwide. As their user base expands, so does the need for 24/7 customer service coverage. Their remote-first operations prioritize flexibility, autonomy, and team-based growth. As part of the night shift chat support team, you'll ensure customers receive fast, accurate, and friendly support—no matter what time it is.

#### Key Responsibilities

##### Live Chat Handling During Overnight Hours

- Respond to real-time customer questions regarding orders, subscriptions, product features, refunds, or account access via live chat.
- Manage 2–3 conversations at a time while maintaining quality and attention to detail.
- Follow provided scripts and personalize responses when appropriate.

##### Email and Ticket Response

- Triage and respond to lower-priority emails submitted during the daytime hours.
- Resolve simple inquiries or escalate more complex ones for daytime resolution.
- Categorize and tag each email interaction using the internal CRM platform.

##### Escalation Management

### 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

- Identify when an issue needs to be forwarded to tech support or management.
- Submit detailed notes and screenshots as part of your escalation process.
- Use overnight support SOPs to ensure continuity and clarity for the day team.

**Base Salary**  
\$ 25 - \$ 35

### **System Monitoring and Documentation**

- Check for service outages, delayed orders, or flagged issues and notify the appropriate internal teams using Slack or Asana.
- Log all activity in the customer management platform and report anomalies in the team dashboard.

**Date posted**  
April 29, 2026

**Valid through**  
01.01.2029

### **How Your Night Will Flow**

#### **Early Night (8:00 PM–11:00 PM)**

- Log in and check announcements or any high-priority alerts from the day team.
- Begin handling queued chat messages or new live interactions via the customer support dashboard.
- Respond to email tickets flagged as non-urgent and resolve simple requests (such as password resets or order lookups).

#### **Midnight Stretch (12:00 AM–3:00 AM)**

- Maintain focus during the lull hours by pacing your chat queue and staying on task.
- Use this time to complete documentation, training modules, or review updated FAQ protocols.
- Collaborate with fellow night shift teammates through internal chat for support and updates.

#### **Final Stretch (3:00 AM–8:00 AM)**

- Handle incoming international chat traffic from different time zones.
- Close out all active conversations, summarize chat notes, and log any pending items for day shift review.
- Submit your daily handoff report to ensure continuity.

### **Required Qualifications**

#### **No Degree or Formal Experience Needed**

- This is a true entry-level opportunity for those looking for overnight remote jobs without traditional credentials.
- Full onboarding, shadowing, and training are included in your first week.

#### **Typing Fluency and Communication Skills**

- Ability to type at least 40 words per minute with good spelling and grammar.
- Must demonstrate strong reading comprehension and friendly tone in written communication.

#### **Technical Access and Availability**

- Laptop or desktop with Chrome browser and high-speed internet required.

- Availability to work 20–40 hours per week during overnight hours in your local time.

### **Soft Skills**

- High attention to detail, patience, and a problem-solving mindset.
- Comfortable working independently during overnight hours with minimal supervision.

### **Guidance for Remote Success**

#### **Adapt to Asynchronous Workflows**

- You won't always have someone available live during overnight shifts. Use internal resources and knowledge base tools to troubleshoot independently.

#### **Master Self-Regulation**

- Keep yourself focused and alert using techniques like timed breaks, ambient music, and hydration routines.

#### **Make Night Shift Work for You**

- Create a reverse schedule that suits your life—many team members are parents, students, or creatives who prefer off-peak hours.

#### **Stay Plugged In**

- Even if you're working odd hours, engage in team events, Slack challenges, or virtual meetups to stay connected to the broader company culture.

### **Benefits and Perks**

#### **Flexible Overnight Hours**

- Choose between four- or eight-hour blocks that best match your availability and lifestyle.

#### **Work from Anywhere**

- This opportunity is open to applicants worldwide. As long as you can commit to the overnight shift hours in your own time zone, you're eligible.

#### **Weekly or Biweekly Pay**

- Payments sent via Stripe, Payoneer, or direct bank deposit depending on your country.

#### **Zero Phone Calls**

- No cold calling, outbound calls, or telephony work—this role is purely live chat and email based.

#### **Paid Training Program**

- A structured and paid onboarding sequence helps you feel confident and supported from day one.

## **Performance Incentives**

- Hit customer satisfaction and resolution rate targets to unlock bonuses and priority shift selection.

## **Learning Portal Access**

- Receive complimentary access to an internal learning system with certifications in CX, AI chat tools, and more.

## **Commonly Asked Questions**

### **Can I work this job from anywhere in the world?**

Yes. This is a global, fully remote overnight opportunity. Your shift will align with your local time zone.

### **Do I need experience working overnight?**

No. Many agents are new to overnight work. As long as you can stay focused and productive during night hours, you're a great fit.

### **Will I have to answer phones or make calls?**

No. This is a strictly text-based position. All communication is handled via chat and email.

### **What if I've never worked in customer service before?**

That's okay. This role was designed for those with no prior experience. You'll receive thorough training, scripts, and a mentor to guide you.

### **How many hours per week can I work?**

You can choose between part-time (20 hours/week) or full-time (40 hours/week). Availability on weekends may increase your hire priority.

### **Is there an age requirement?**

You must be 18 or older, but there is no upper age limit. This is an inclusive, accessible opportunity.

### **What's the application process?**

1. Fill out the online application form.
2. Complete a short typing and writing assessment.
3. Schedule a virtual interview with a recruiter.
4. Receive onboarding documents and login credentials.
5. Start paid training the following week.

## **Why This Role Is Ideal for You**

If you're searching for overnight remote jobs that offer true flexibility, require no experience, and come with full training, this is the ideal gateway to remote work. Whether you're a night owl by nature or just looking to make the most of your evenings, this role allows you to earn income, develop customer support skills, and build a remote career—all from your home. With no degree required and full global access, this is one of the most inclusive and beginner-friendly support roles currently available.

Apply today and launch your remote support career on your own schedule.



**APPLY NOW**

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