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**APPLY NOW**

## Overnight Work-from-Home Chat Agent – No Degree or Experience Required

### Description

#### Position Summary

A global SaaS company is actively hiring overnight remote customer support agents to manage its live chat and email support queues. This is a true work-from-home position built for applicants looking for overnight work-from-home jobs with no experience or degree required. The ideal candidate thrives in quiet nighttime hours, enjoys written communication, and is looking to build real remote experience with flexible hours and career advancement opportunities.

You'll handle incoming live chats and support emails from users across various time zones, providing timely, empathetic, and accurate resolutions. No phone calls or video chats are required—this role is entirely non-voice and text-based. The position pays \$25 to \$35 per hour depending on your shift preference and performance.

#### About the Client

The client is a leading platform for digital collaboration tools, serving businesses and freelancers across more than 40 countries. With 24/7 customer support at the core of its business model, the client is expanding its overnight team to maintain exceptional service outside of traditional business hours. Their remote-first philosophy ensures that agents from all backgrounds and regions are integrated into a supportive, flexible work environment with continuous growth potential.

#### Primary Responsibilities

##### Live Chat Support (Overnight Coverage)

- Respond to customer queries in real time using live chat systems. Topics may include password resets, subscription questions, and usage guidance.
- Maintain friendly, professional tone in all written communications, following tone guides provided during onboarding.
- Handle multiple chats at once using organizational best practices and templated responses when applicable.

##### Email Support and Ticket Resolution

- Monitor and respond to customer service emails that arrive during your shift.
- Investigate issues using internal tools, resolve simple problems, and escalate complex ones following protocol.
- Log detailed notes for each interaction to ensure consistency and handoff success.

#### Hiring organization

Remote Job Recruiting

#### 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

## Knowledge Base Usage and Updates

- Reference support documentation to provide correct and timely information to users.
- Recommend content improvements to help editors refine articles for common customer needs.
- Collaborate with teammates during overlapping hours to share insights from user conversations.

### Base Salary

\$ 25 - \$ 35

### Date posted

May 30, 2025

## Night Shift Routine

### Valid through

01.01.2029

### Early Hours (10 PM – 12 AM)

- Clock in, review the support queue, and check for any urgent unresolved cases from the previous shift.
- Start answering queued emails and onboarding questions submitted during the evening.
- Monitor chat flow and begin engaging in live sessions as they begin to increase.

### Mid-Shift (12 AM – 4 AM)

- Manage high-volume chats from international customers, helping troubleshoot and educate users.
- Take a scheduled break and complete optional training modules related to communication and empathy.
- Contribute to internal Slack discussions to keep the overnight team synced on known issues or product updates.

### Final Hours (4 AM – 8 AM)

- Finalize email tickets, tag unresolved issues for morning staff, and submit performance logs.
- Join handoff huddle or write shift summaries depending on team protocol.
- Log out of the system and complete daily wellness check-in.

## Qualifications and Skills

### No Degree Required

- Applicants do not need a college degree. High school completion or equivalent is sufficient.

### No Experience Required

- All training is provided. We welcome applicants from any background.

### Typing Speed

- Minimum 40 WPM typing speed preferred. You will complete a brief test during the application process.

### Strong Written Communication

- Clear grammar, fast response speed, and customer-first tone are essential to success.

## **Tech Setup**

- Reliable internet connection (minimum 25 Mbps), computer with Chrome browser, and a distraction-free workspace for overnight focus.

## **Schedule Availability**

- Overnight availability required. You may choose blocks of time (10 PM–2 AM, 12 AM–6 AM, etc.) to fit your lifestyle.

## **How to Succeed as an Overnight Agent**

### **Structure Your Environment for Focus**

- Create a dim, quiet workspace with a good chair and sufficient backlighting to reduce eye strain.

### **Embrace Your Circadian Rhythm**

- Stick to a reversed sleep schedule. Use sleep aids or blackout curtains to improve daytime rest.

### **Leverage Breaks Wisely**

- Step away from the screen every 90–120 minutes. Stretch, hydrate, and reenergize.

### **Connect with the Overnight Team**

- You won't be alone. The client provides community channels for overnight workers to collaborate and chat during slow hours.

### **Use Documentation**

- You'll have robust internal resources and a 24/7 Slack team to consult on tough questions.

### **Focus on Empathy and Clarity**

- Even in the quietest hours, every message matters. Take pride in delivering a human touch, fast.

### **Perks and Non-Traditional Benefits**

### **Completely Remote Work**

- No commute, no dress code, no office distractions. Work from wherever you're most comfortable.

### **Weekly Pay**

- Get paid every Friday via direct deposit, PayPal, or your preferred method.

### **Set Your Own Night Schedule**

- Choose the overnight hours that work for you. Weekend and holiday coverage available for extra bonuses.

## **Home Office Setup Bonus**

- Receive a stipend after your first 30 days to enhance your workspace with a chair, light, or desk.

## **Monthly Recognition Program**

- Nominate or be nominated for standout performance with cash and digital gift card awards.

## **Referral Program**

- Bring a friend to the overnight team and earn a referral bonus once they complete training.

## **Global Hiring**

- This role is open to candidates in any country, so long as you have stable internet and can align with the night shift in your local time zone.

## **Answers to Common Questions**

### **Will I be taking phone calls?**

No. This is a 100% chat and email-based role. You will not be required to use voice communication.

### **Can I work part-time overnight hours?**

Yes. Choose 20 to 40 hours per week and scale as needed. Weekend-only shifts are also available.

### **What is the training like?**

You'll receive one week of paid onboarding, including shadowing experienced agents, practice sessions, and video tutorials.

### **When can I start?**

Many successful applicants begin training within a week of applying. The hiring team moves quickly.

### **Do I need experience working at night?**

Not at all. Many agents join with no previous overnight experience. We'll provide sleep hygiene resources and best practices to help you transition.

### **Is the work repetitive?**

While many questions are similar, you'll be supporting a variety of products and customer needs, which keeps the work dynamic.

## **How to Apply**

Click "Apply Now" to submit your application. Include a short bio and complete the typing test linked on the form. Within 72 hours, a recruiter will follow up with instructions for the next steps, which include a written sample and virtual interview. Selected applicants begin paid training the following Monday.

## **Why This Role is the Perfect Fit for Late-Night Workers**

If you're looking for an overnight work-from-home job that provides stability, pays well, and doesn't require you to pick up a phone or talk to customers, this is your

chance. No degree? No problem. No past experience? We'll train you. This role offers real flexibility, real income, and a real team behind you—every hour of the night.

Apply now and turn your night owl hours into a productive, rewarding remote career.



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