

**APPLY NOW**

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

### Description

#### Position Summary

A remote-first staffing agency is hiring Remote Chat Agents to provide customer service support on behalf of a fast-growing digital productivity company. This entry-level opportunity pays \$25–\$35 per hour, requires no prior experience or college degree, and is conducted entirely online. You'll communicate with customers via chat and email—there is no phone work involved. Paid training, flexible scheduling, and career advancement opportunities make this an ideal role for individuals seeking real, long-term work-from-home employment.

#### About the Client & Day-to-Day Role

The client is a subscription-based SaaS company offering tools that help individuals and teams manage their time, tasks, and business operations. They serve thousands of users worldwide, many of whom rely on live support to resolve account issues, update subscriptions, and troubleshoot platform features. As a Remote Chat Agent, you will respond to customers through live chat sessions and email tickets, maintaining a professional tone while resolving inquiries quickly and accurately.

#### Core Responsibilities

**Live Chat Support:** Engage customers in real-time chats, providing assistance with login problems, billing concerns, or platform guidance.

**Email Ticket Resolution:** Handle follow-up support requests via email using structured replies, while customizing tone and details for each customer.

**Use Internal Resources:** Rely on saved replies, help documentation, and platform guides to resolve issues effectively.

**Tag & Categorize Tickets:** Log each conversation with appropriate tags and summaries for QA and reporting purposes.

**Escalate Complex Cases:** Forward unresolved issues to billing or technical teams with full context and detailed internal notes.

**Stay Informed:** Monitor announcements about product changes, outages, or macro updates to maintain accuracy in your responses.

**Collaborate with Team:** Communicate via Slack and shared dashboards with your QA coach, peers, and team leads.

**Meet Daily KPIs:** Maintain performance targets for chat volume, resolution time, CSAT scores, and internal ticket accuracy.

#### A Typical Workday

##### Shift Start

Check in via Slack, scan team announcements, and review any flagged issues. Begin working through the email queue while waiting for live chats to come in.

##### Mid-Shift Activity

This is the peak window for live chat volume. You'll manage multiple concurrent chat sessions while keeping email ticket responses moving in the background.

##### End of Shift

### 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

Wrap up active chats, log internal notes, and submit unresolved tickets for handoff. Complete your shift report and review performance stats.

### **Qualifications**

Clear and professional written English  
Typing speed of 40+ WPM  
No prior customer service experience or degree required  
High school diploma or equivalent  
Comfortable navigating web tools, help docs, and chat platforms  
Reliable computer or laptop and high-speed internet  
Self-motivated and focused in a remote environment  
Available for at least 20 hours/week with flexibility across days or nights  
Willingness to accept feedback and grow performance

### **Tips to Excel in the Role**

#### **Typing & Grammar Mastery**

Fast, error-free typing is key. Use tools like Grammarly to catch grammar issues and TypingClub to boost WPM.

#### **Master the Product**

During training, focus on reading help docs and saved replies. The better you understand the software, the fewer escalations you'll need.

#### **Empathetic Tone**

Be friendly and reassuring. Use phrases like "Let me help you with that" or "I've got the answer right here."

#### **Effective Multitasking**

Use tab groups and pinned docs to navigate between chats and knowledge bases. Respond efficiently without compromising tone or accuracy.

#### **Embrace Coaching**

You'll receive regular QA reviews. Treat each one as a chance to level up. Apply feedback immediately.

#### **How to Get Hired**

##### **Step 1 – Online Application**

Upload a resume and complete a short questionnaire about your availability and technical setup.

##### **Step 2 – Typing & Writing Assessment**

Take a short typing test and provide sample chat responses to basic customer questions.

##### **Step 3 – Chat Simulation or Async Interview**

Complete a simulated live chat session or asynchronous response test.

##### **Step 4 – Paid Training**

Participate in a structured remote training program (4–5 days), covering tools, product walkthroughs, macros, and real ticket practice.

##### **Step 5 – Trial Shifts**

Work 2–3 trial shifts with real customer tickets. You'll receive live feedback and a QA review.

##### **Step 6 – Full Schedule Assignment**

Once approved, you'll receive your regular schedule, join Slack threads, and access your team dashboard.

#### **Remote Work Culture**

This is an async-first, no-meetings environment. Team collaboration happens via chat, shared documents, and structured workflows. Advancement is based on output—not tenure. The company celebrates top performers through recognition programs, raffles, and bonus opportunities. Most managers were promoted from within, and you'll have direct access to resources to help you grow.

#### **Perks & Benefits**

Paid training from day one  
100% remote position—work from anywhere  
Fully text-based support (no phone calls)  
Flexible shifts including weekends, overnights, or part-time blocks

#### **Base Salary**

\$ 25 - \$ 35

#### **Date posted**

April 29, 2026

#### **Valid through**

01.01.2029

Monthly bonuses tied to CSAT and ticket resolution performance  
Equipment stipends available after 30 days  
Access to Skillshare, Coursera, and other e-learning platforms  
Promotions to QA, coaching, and internal training roles

### **Why This Role is Right for You**

Whether you're entering the remote job market for the first time or switching from retail, hospitality, or call center work, this job gives you real pay, structure, and flexibility—without phone calls or complex requirements. You'll receive coaching, work independently, and grow quickly based on results. If you can type well, write clearly, and manage your time, this is one of the easiest ways to earn stable remote income.

### **Frequently Asked Questions**

#### **Do I need experience to apply?**

No. This is an entry-level position with full training.

#### **Is this a phone-based job?**

No. You'll only handle customer communication via chat and email.

#### **Can I apply from outside the U.S.?**

Yes. This role is open globally for qualified candidates with English proficiency.

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

Training cohorts launch weekly. Most applicants start within 5–10 business days.

#### **How do I apply?**

Click "Apply Now," upload your resume, and complete a short chat simulation. No experience? No problem. Start your remote journey now with this high-paying, no-degree-needed opportunity.



## **Disclosure**

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