https://remotejobrecruiting.com/job/remote-chat-agent-entry-level-support-role-25-35-hr-no-degree-or-experience-needed/

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.

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

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
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,

Base Salary
$ 25 - $ 35

Date posted
June 20, 2025

Valid through
01.01.2029

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
- 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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