

<https://remotejobrecruiting.com/job/remote-chat-customer-support-agent-no-degree-or-experience-required-25-35-hr-work-from-home/>

**APPLY NOW**

## Online Chat Customer Support Representative – No College Degree or Prior Experience Needed – \$25–\$35/hr – Remote Work

### Description

#### Role Overview

A remote-first digital support agency is hiring Remote Chat Customer Support Agents to help manage the live chat and email communications for a subscription-based productivity platform. This is a true entry-level position with competitive pay of \$25–\$35 per hour, fully remote availability, and no requirement for prior customer service experience or a college degree. All communication is handled through text—no phone calls, Zoom meetings, or in-person contact.

#### The Client & What You'll Be Doing

The client is a B2C software company serving individuals and small businesses with cloud-based tools for productivity, time management, and digital collaboration. As a Chat Customer Support Agent, you'll assist users in real time with account recovery, billing changes, navigation help, and common troubleshooting steps. Your work will occur entirely through the client's live chat interface and email ticketing system, allowing you to respond with empathy and precision while maintaining professionalism and brand tone.

#### Primary Job Tasks

- **Live Chat Interaction:** Respond to incoming chat messages promptly and help customers resolve issues related to accounts, billing, subscription upgrades, or technical errors.
- **Email Ticket Support:** Handle longer-form questions or non-urgent issues through structured email replies. Use templates when applicable, but customize each message with relevant context.
- **Customer Education:** Guide customers through self-service options, product tutorials, and help documentation to foster independence.
- **Tagging and Ticket Management:** Apply appropriate tags to each ticket, record summaries, and ensure all data is captured accurately for handoff or future audits.
- **Escalation Handling:** Know when to escalate requests that are beyond your scope, such as technical malfunctions or policy disputes, to internal teams.
- **Internal Collaboration:** Communicate with QA coaches, training leads, and peers using Slack or other team tools.
- **Macro and Template Updates:** Contribute improvements to saved replies, identify gaps in support documentation, and raise patterns of recurring questions.
- **Time Management:** Use your assigned hours efficiently by balancing live

### Hiring organization

Work From Home Chat Support

### 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

chats with email ticket resolution and participating in optional ongoing training.

- **Meet Support KPIs:** Maintain strong performance in areas such as CSAT score, average handle time, and resolution rate.

**Base Salary**

\$ 25 - \$ 35

**Date posted**

April 29, 2026

**Valid through**

01.01.2029

**A Typical Shift Breakdown****Early in Your Shift**

Start by logging into your assigned support tools and checking for internal updates, macro changes, or known bugs. Begin working through older email tickets first before going live in the chat dashboard.

**Mid-Shift Workload**

You'll engage in active chat coverage, often juggling multiple concurrent conversations. Most interactions will involve basic support tasks like updating billing information, providing subscription assistance, or explaining platform features.

**Wrapping Up**

Complete remaining open chats, pass unresolved issues to the next shift with detailed notes, and submit a short shift report summarizing your workload and any process improvement ideas.

**Who We're Looking For**

- Strong writing skills and conversational tone in written English
- Minimum typing speed of 40 words per minute with high accuracy
- High school diploma or GED (no college degree needed)
- No prior customer service experience required—this is an entry-level role
- Personal laptop or desktop and consistent high-speed internet
- Comfortable using chat dashboards, help desks, and online platforms
- Self-disciplined and able to manage time independently
- Friendly and calm under pressure when dealing with frustrated users
- Available 20–40 hours per week with flexible scheduling options
- Willing to receive feedback and apply it to future interactions

**Tips for Performing at a High Level****Writing & Typing Fluency**

Keep your tone conversational but clear. Avoid jargon or robotic replies. Tools like Grammarly and Hemingway can help streamline your responses.

**Learning Product Details**

Use the first week to immerse yourself in the help center, product tutorials, and most-used macros. Speed and accuracy improve when you know the product inside out.

**Written Tone and Customer Care**

Always empathize first. Phrases like “Let me look into that for you” or “Thanks for your patience—here’s what we’ll do next” help de-escalate situations and build trust.

**Managing Live Workload**

Organize tabs and use keyboard shortcuts to streamline navigation between chat and help docs. Prioritize active chats and use timers to avoid delays.

**Handling Remote Independence**

Block distractions, stick to a shift routine, and check in with team channels for peer support or guidance.

**Growing With Feedback**

Review QA reports carefully. Keep a personal log of tips you receive and apply them immediately to your next batch of chats and tickets.

## **Getting Started with the Client**

### **Initial Application**

Submit your resume and fill out a short availability and tech-readiness form. No cover letter required.

### **Typing and Writing Assessment**

Take a 5-minute typing test and complete sample chat scenarios to demonstrate tone, logic, and typing fluency.

### **Chat-Based Interview or Simulation**

If selected, complete a mock chat session with QA or respond asynchronously to customer prompts via test dashboard.

### **Paid Virtual Training**

Attend a 5-day paid onboarding program that includes product immersion, ticket practice, and live coaching.

### **Supervised Trial Shifts**

Complete 2-4 shifts with guidance from a lead, including real-time support feedback and checkpoint evaluations.

### **Full Team Integration**

After approval, gain full system access, Slack channels, and performance dashboard visibility. Your official shift schedule will also be assigned.

### **Workplace Environment**

The company maintains an asynchronous-first culture with team members across multiple time zones. Recognition is merit-based and structured around output quality and continuous improvement. The internal team communicates through Slack and documents everything in shared dashboards and knowledge hubs, minimizing unnecessary meetings. You'll work in a results-driven, low-pressure environment designed for remote success.

### **Perks and Extras**

- Paid training and onboarding
- 100% remote—work from anywhere
- Non-phone environment (chat/email only)
- Flexible shifts including nights and weekends
- Digital learning stipends for professional development
- Monthly recognition awards and digital raffles
- Opportunities to move into QA, training, or management within 90 days
- Home office reimbursement for qualifying equipment

### **Why This Role May Be the Right Fit for You**

This is a rare opportunity to start earning real income from home without experience, a degree, or phone-based interaction. You'll be paid to train, supported from your first day, and empowered to grow your skills in writing, time management, and customer interaction. Whether you're entering the workforce for the first time or shifting away from retail or call center jobs, this role offers structure, stability, and potential for long-term growth.

### **Applicant Questions Answered**

**Is previous customer support experience required?**

Not at all. This role includes full training and is built for people just starting out.

**Will I be required to take phone calls?**

No. All support is handled through live chat and email only.

**Can I work from outside the U.S.?**

Yes. This role is available globally, though strong written English and a reliable internet connection are required.

**Are the hours flexible?**

Yes. You'll be asked to provide your availability during onboarding and can often pick up extra hours.

**How fast can I start?**

Applicants typically begin paid training within 7–10 business days of completing their assessment.

**Next Steps to Apply**

Click "Apply Now," upload your resume, and complete the brief pre-hire questionnaire. Entry-level roles like this fill fast—no degree, no experience, and full remote flexibility make it one of the most in-demand online jobs available today. Start your application and reserve your training spot now.



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