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

Description

Position Summary

A leading digital support agency is recruiting Remote Chat Representatives for a fully online, non-phone customer service role on behalf of a well-known cloud-based platform. This entry-level job pays between \$25 and \$35 per hour and requires no previous work experience or academic degree. The position is 100% remote, involves only chat and email communication, and offers full paid training. If you're seeking a flexible, high-paying work-from-home opportunity, this is an ideal role to get started in the remote support field.

Client Overview & Job Duties

The client is a productivity software provider trusted by remote teams, digital freelancers, and small businesses across the globe. Their platform allows users to manage tasks, documents, and subscriptions in a streamlined workspace. As a Remote Chat Representative, you'll help customers resolve routine support issues such as account access, billing updates, and general feature usage. You'll operate through chat and email channels, never by phone.

Key Responsibilities

- **Live Chat Response:** Manage live, inbound customer chats and deliver fast, polite, and accurate support for login issues, subscription changes, and basic troubleshooting.
- **Email Support Handling:** Respond to email tickets with well-structured, friendly messages that address customer concerns clearly.
- **Use of Macros and Saved Replies:** Apply company-approved templates and adjust messaging based on user tone or complexity.
- **Internal Documentation:** Tag tickets properly, log internal notes, and ensure all communication is clearly documented.
- **Escalations:** Forward advanced or technical issues to appropriate internal teams with concise summaries.
- **Tool Navigation:** Use browser-based tools like Slack, Notion, HelpDocs, and ticketing platforms to communicate and stay organized.
- **Contribute to Internal Feedback Loops:** Report common ticket trends or macro inefficiencies to help improve support processes.
- **Meet and Maintain Performance Benchmarks:** Respond quickly and accurately to customer inquiries, aiming for high CSAT and QA scores.

Your Workday Breakdown

Shift Start

Log into the client's dashboard, check your Slack team threads for updates, and

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 reviewing ticket backlog or queued chats.

Mid-Shift Productivity

Manage multiple chat windows and email threads simultaneously. Most tickets will involve subscription questions, product navigation, or minor billing concerns.

Base Salary

\$ 25 - \$ 35

Wrap-Up Activities

Flag unresolved issues for escalation, complete your internal performance dashboard, and post final notes or suggestions to your QA coach or team lead.

Date posted

June 20, 2025

Job Requirements

Valid through

01.01.2029

- Fluent in written English with strong grammar and tone
- High school diploma or GED required (no college degree needed)
- Typing speed of 40 WPM or higher
- No previous experience in customer service required
- Familiarity with chat platforms, CRMs, or browser-based tools is helpful but not required
- A reliable computer or laptop and high-speed internet connection
- Must be able to work independently and manage your time
- Comfortable taking and applying feedback from QA and team leads
- Able to commit to 20–40 hours per week across multiple shifts

Tips to Thrive in This Position

Work on Your Typing Speed & Message Clarity

Use free tools like [TypingTest.com](https://www.typingtest.com) and [Grammarly](https://www.grammarly.com) to improve clarity and speed—essential traits for live support.

Be Product Curious

During training, explore help documentation and product tutorials. The better you understand the tool, the more confident and effective you'll be in responses.

Human Over Robotic Tone

Greet users warmly and tailor your replies. Use phrases like “Let me walk you through this” or “Thanks for your patience” instead of generic or stiff language.

Master Multitasking

Pin your help docs, organize tabs, and split-screen your workspace to juggle tickets smoothly.

Apply Feedback Immediately

Your QA reports are provided after almost every shift. Take notes and implement tips during your next ticket batch.

Your Hiring & Onboarding Flow

Step 1 – Submit Application

Upload your resume and fill out a short questionnaire about your schedule and technical setup.

Step 2 – Skill Screening

Complete a short typing test and write sample replies to chat scenarios.

Step 3 – Simulation Task

Participate in a mock chat session using the client's test environment to demonstrate tone, speed, and accuracy.

Step 4 – Paid Virtual Training

Join a 4–6 day onboarding bootcamp covering platform usage, macros, QA expectations, and mock ticketing.

Step 5 – Trial Shifts

Begin with 2–3 paid shifts under QA supervision to ensure readiness for ongoing responsibilities.

Step 6 – Live Schedule Assignment

Once cleared, receive your shift schedule, Slack access, and performance goals.

Work Culture & Environment

This role is part of an async-first, fully remote team spanning multiple time zones. You'll work without constant meetings or micromanagement. QA leads provide clear, actionable feedback, and team engagement happens via Slack and Notion. Bonus programs, peer-to-peer recognition, and advancement into macro, QA, or training roles are common within 60–90 days for top performers.

Benefits & Perks

- Fully paid training & trial period
- 100% remote with no phone requirements
- Flexible part-time or full-time shift options
- Monthly bonuses tied to CSAT and ticket accuracy
- Recognition programs via Slack
- Equipment stipend after 30 days
- Learning stipends for online education
- Opportunities to move into QA or lead support roles

Why This Job Is a Great Opportunity

This isn't just another online gig—it's a real job with structure, guidance, and advancement potential. If you can type clearly, follow directions, and respond to customers with professionalism, you can succeed here—no experience or degree necessary. Whether you're new to the workforce or seeking a stable remote career shift, this role gives you tools, support, and income right away.

FAQs

Do I need previous support experience?

Not at all. This position is designed for first-time agents and comes with full training.

Do I have to talk on the phone?

No. This is a written-only support position.

Can I apply internationally?

Yes. The client hires worldwide, provided you meet the tech and English fluency requirements.

How soon can I start?

Most applicants begin training within 5–10 days of submitting their application.

Ready to Apply?

Click "Apply Now" to upload your resume and begin the assessment. With flexible hours, strong hourly pay, and no experience needed, this is one of the most accessible work-from-home jobs available. Apply now before the current hiring window closes.



APPLY NOW

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