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APPLY NOW

Remote Chat Support Agent – Live Customer Service \$25-\$35/Hour – No Experience Required

Description

Position: Remote Chat Support Agent
Employer: StreamLine Customer Services
Department: Digital Customer Care
Supervisor: Chat Support Team Manager
Classification: Contract Employee
Location: Remote Work (US Only)
Pay Rate: \$25.00 – \$35.00 per hour

Job Overview

StreamLine Customer Services is seeking Remote Chat Support Agents to provide live customer service assistance through online chat platforms. This position involves helping customers resolve issues, answer questions, and complete transactions through professional written communication.

The ideal candidate will have strong typing skills, excellent written communication abilities, and a customer-focused mindset. No previous experience in customer service is required as we provide complete training for all new team members.

Job Responsibilities

Chat Support Functions

- Respond to customer inquiries through live chat systems on business websites
- Provide real-time assistance for product questions and technical support issues
- Help customers navigate websites and complete online transactions
- Offer information about products, services, pricing, and company policies
- Process basic account changes and update customer information
- Transfer complex issues to appropriate departments when necessary

Customer Interaction Management

- Handle multiple chat conversations simultaneously while maintaining quality service
- Maintain professional and friendly tone in all written communications
- Use proper grammar, spelling, and punctuation in customer responses
- Follow company scripts and procedures for consistent service delivery
- Document customer interactions and outcomes in tracking systems

Hiring organization

Remote 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

- Ensure customer satisfaction through thorough issue resolution

Administrative Duties

- Complete daily productivity and quality metrics requirements
- Participate in team meetings and training sessions as scheduled
- Update knowledge base information and customer service procedures
- Report technical issues with chat platforms or systems
- Assist with special projects and quality improvement initiatives
- Maintain current understanding of all company products and services

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Qualifications and Requirements

Basic Qualifications

- High school diploma or equivalent education required
- Must be 18 years of age or older
- Authorized to work in the United States
- No previous customer service experience necessary

Technical Skills

- Proficient typing ability with good accuracy and speed
- Basic computer skills including email and internet usage
- Comfortable learning new software applications and systems
- Reliable computer with updated operating system
- High-speed internet connection for consistent performance

Communication Skills

- Excellent written English communication abilities
- Strong reading comprehension and attention to detail
- Ability to explain information clearly and concisely
- Professional demeanor in customer interactions
- Active listening skills and problem-solving mindset

Work Style Attributes

- Self-motivated with ability to work independently
- Reliable and punctual with strong attendance habits
- Flexible and adaptable to changing procedures
- Team player with positive attitude
- Commitment to providing excellent customer service

Work Schedule and Conditions

Schedule Options

- Flexible scheduling options available
- Part-time positions: 10-25 hours per week
- Full-time opportunities: 30-40 hours per week
- Various shift times including days, evenings, and weekends
- Premium pay rates for weekend and holiday shifts

Work Environment

- 100% remote position with work-from-home flexibility
- Quiet workspace required for professional customer interactions
- Regular virtual team meetings and training sessions
- Performance monitoring through quality assurance programs
- Supportive team environment with ongoing coaching

Compensation and Benefits

Pay Structure

- Starting hourly rate: \$25.00 – \$30.00 based on skills assessment
- Merit-based pay increases available after 6 months
- Annual performance reviews with advancement potential
- Overtime opportunities during busy periods
- Bonus eligibility for exceeding performance targets

Performance Incentives

- Monthly bonuses for customer satisfaction achievements
- Quarterly rewards for quality and productivity excellence
- Annual recognition programs with cash awards
- Perfect attendance bonuses and appreciation events
- Employee referral payments for successful hires

Professional Development

- Comprehensive 30-hour paid training program
- Ongoing skills training and career development workshops
- Mentorship program with experienced team members
- Educational reimbursement for job-related coursework
- Internal promotion opportunities with advancement support

Training Program

Initial Training Components

Phase 1 (Week 1): Customer service principles, company overview, and communication skills **Phase 2 (Week 2):** Chat platform training, system navigation, and product knowledge **Phase 3 (Week 3):** Practical application with supervised customer interactions **Phase 4 (Week 4):** Independent work with ongoing mentorship and support

Ongoing Development

- Weekly team training sessions covering new procedures and products
- Monthly workshops on advanced customer service techniques
- Quarterly skills assessments with personalized improvement plans
- Annual training conference with industry professionals
- Cross-training opportunities in related departments

Performance Standards

Quality Expectations

- Customer satisfaction rating of 90% or higher

- Chat response time averaging under 60 seconds
- Accurate information delivery in all customer interactions
- Professional communication tone and presentation
- Compliance with company policies and procedures

Productivity Requirements

- Handle assigned volume of customer chat sessions
- Complete required administrative tasks within deadlines
- Maintain consistent availability during scheduled hours
- Participate actively in training and team activities
- Meet department goals for efficiency and quality

Career Growth Opportunities

Advancement Path

- **Senior Chat Support Agent:** 6-9 months with strong performance
- **Team Lead:** 12-18 months with leadership capabilities
- **Training Specialist:** 15-20 months with mentoring experience
- **Supervisor:** 18-24 months with management potential
- **Manager:** 2+ years with advanced leadership skills

Development Support

- Individual career planning and goal setting
- Leadership development training for advancement candidates
- Cross-departmental experience opportunities
- Professional networking and industry conference attendance
- Tuition assistance for relevant degree programs

Application Process

How to Apply

To apply for this position, click “Apply Now” to access our online application portal. You will need to provide:

- Complete personal and contact information
- Work history and education background
- Availability preferences and schedule flexibility
- Responses to brief customer service scenario questions

Selection Steps

1. **Application Submission:** Complete online application form
2. **Initial Screening:** Review of application materials within 2-4 business days
3. **Skills Evaluation:** Online assessment of typing speed and communication abilities
4. **Phone Interview:** Brief conversation with recruiting coordinator
5. **Final Interview:** Video meeting with hiring manager
6. **Background Verification:** Employment and reference checks
7. **Job Offer:** Position offer with training start date

Timeline

- Application review completed within one week
- Full hiring process takes approximately 10-14 days
- Training begins within 5 business days of hire
- Full productivity expected within 30 days
- Regular performance reviews during first 90 days

Company Information

StreamLine Customer Services has provided customer support solutions since 2020, serving businesses across technology, retail, and service industries. We focus on delivering exceptional customer experiences through skilled professionals and innovative chat support platforms.

Our company values include customer focus, employee development, professional excellence, and collaborative teamwork. We maintain industry-leading employee satisfaction through competitive compensation, comprehensive training, and genuine advancement opportunities.

Work Culture

- Supportive management style with open communication
- Recognition and rewards for outstanding performance
- Professional development and career advancement focus
- Work-life balance emphasis with flexible scheduling
- Diverse and inclusive workplace environment

Success Characteristics

Successful Remote Chat Support Agents typically demonstrate:

- Natural desire to help customers and solve problems
- Strong written communication skills with attention to detail
- Ability to multitask effectively while maintaining quality
- Professional attitude and reliable work habits
- Adaptability to new procedures and changing requirements

Additional Information

Technology Requirements

- Computer with Windows 10/Mac OS or newer operating system
- Minimum 16GB RAM for optimal multi-application performance
- High-speed internet with at least 25 Mbps download speed
- Quiet workspace suitable for professional activities
- Backup internet connection recommended for reliability

Performance Monitoring

- Regular quality assurance reviews of chat interactions
- Real-time coaching and feedback from supervisors
- Customer satisfaction surveys and feedback analysis
- Performance metrics tracking and improvement planning
- Recognition programs for consistent excellence

Equal Opportunity Employment

StreamLine Customer Services is committed to equal employment opportunity regardless of race, color, religion, gender, sexual orientation, age, national origin, disability, or veteran status. We welcome applications from all qualified candidates and provide reasonable accommodations when needed.

This entry-level position offers excellent opportunities for individuals seeking flexible remote work with competitive pay and professional development. Join our team and help deliver outstanding customer service while building valuable career skills.

Click Apply Now to begin your application and start your career in remote chat support with comprehensive training and advancement opportunities.

This position is available to candidates authorized to work in the United States. StreamLine Customer Services reserves the right to modify job duties and requirements based on business needs.



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