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Remote Chat Support Assistant – Entry-Level Online Job Without Experience

Description

Position Summary

A global eCommerce brand is expanding its customer care division and hiring Remote Chat Support Assistants to respond to live customer inquiries via a secure messaging platform. This role is entirely remote, requires no previous customer service background, and is open to candidates without a college degree. If you're looking for an online job with a flexible schedule, weekly pay, and zero phone work, this position offers a strong entry point into the world of remote work.

As a Chat Support Assistant, you'll help customers resolve questions about orders, accounts, and digital services—all through text. You'll be provided with scripts, templates, and on-the-job guidance so you can start confidently, even if this is your first work-from-home position. This job is ideal for fast typists, clear communicators, and anyone seeking consistent, non-sales-based online work.

What You'll Be Doing

Answering Customer Questions Through Live Chat

Customers visiting the website will use a chat box to ask for help. Your responsibility is to respond promptly using brand-approved language, helping them with everything from order issues to product details.

Using Provided Templates and Response Guides

You'll have access to a large collection of response templates and a searchable help database. These tools allow you to respond quickly without guessing or needing deep product knowledge.

Escalating Issues to the Right Departments

If a customer needs something outside your permissions—such as account cancellations, password resets, or billing adjustments—you'll hand off the conversation using a simple transfer button built into the system.

Documenting and Tagging Conversations

After each interaction, you'll mark the conversation with a topic tag and log a short

Hiring organization

Remote Live Customer Support Jobs (No Degree)

Employment Type

Full-time, Part-time, Contractor

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

summary. This process helps your team track issue trends and improve future service protocols.

Managing Multiple Chats at Once

During high-volume times, you may handle two or three conversations simultaneously. The system is designed for multitasking with alerts, timers, and quick-switching tools to help you stay organized.

A Day in the Life

Your workday begins by logging into the chat platform through your web browser. You'll review any new system updates or product information and then activate your chat queue. Customers will begin to arrive and your job is to guide them to quick, helpful resolutions using your toolkit. Throughout your shift, you'll take breaks as scheduled and communicate with your supervisor via internal chat if you need help. You won't need to attend meetings, make phone calls, or do any follow-up outside your shift hours. When your session ends, you simply log off and your responsibilities are complete.

Required Skills & Qualifications

- No degree required
- No customer service experience needed
- Strong English writing skills
- Basic computer literacy and comfort navigating web tools
- Typing speed of 30 WPM or higher preferred
- Reliable high-speed internet connection (10 Mbps+)
- Access to a laptop or desktop computer (mobile devices not supported)
- Ability to stay focused in a quiet home environment

How to Thrive in a Remote Role

Set Up a Dedicated Workspace

Remote success starts with structure. Designate a distraction-free workspace with good lighting and ergonomic comfort to help you stay engaged during your shifts.

Use the Templates Strategically

The provided responses will cover the majority of your interactions. Get familiar with these tools early to maintain speed and accuracy.

Ask for Help When Unsure

Supervisors are available during every shift and respond quickly through the internal chat system. Use them when you need clarification or need to escalate an issue.

Focus on Speed and Clarity

Customers expect quick, helpful answers. Staying within response time guidelines and keeping your writing clear will lead to better reviews and faster advancement.

Perks & Benefits

Base Salary

\$ 8000 - \$ 10000

Date posted

June 28, 2025

Valid through

01.01.2029

- Hourly pay between \$25–\$35 depending on shift and performance
- Work from anywhere with a secure internet connection
- Flexible shifts available — part-time and full-time
- 100% chat-based — no phone or video communication
- Weekly digital payments
- Paid onboarding and access to a full training portal
- Performance bonuses and advancement potential
- Friendly and supportive virtual team culture

Frequently Asked Questions

Can I apply with no work history?

Yes. This position is open to individuals without previous employment experience. Training is included and you'll learn everything you need to succeed.

Do I need to download software?

No downloads are required. The chat system operates through your browser. A modern version of Chrome, Firefox, or Safari is sufficient.

Is the job open internationally?

Yes. You can apply from anywhere as long as you have reliable internet, fluency in English, and access to a computer.

Are the hours flexible?

Absolutely. Shifts are offered 24/7. You'll select your preferred times during onboarding and can adjust based on availability in future weeks.

When do I get paid?

All agents are paid weekly. Your first payout arrives after completing your first full week of shifts.

How to Apply

Click the apply button to complete a short intake form that includes your availability, location, and a basic typing test. You won't need to upload a resume or attend an interview. Once accepted, you'll receive access to the training dashboard. After completing training (usually 1–3 days), you'll schedule your first paid shift and begin assisting customers immediately.

Why This Remote Job Is Perfect for You

If you want a stable, home-based job with weekly income and real career potential, this Remote Chat Support Assistant role offers a simple way to get started. You don't need a degree. You don't need experience. And you won't need to sell, pitch, or call anyone. If you can type quickly, follow a guide, and communicate clearly, you can thrive in this role and start building a remote-friendly future today.



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