APPLY NOW

Remote Chat Support – Entry-Level Customer Service Role with No Degree Needed

Description
Position Summary
An international digital marketplace is now hiring for its remote chat support team. This position is tailored for candidates seeking remote entry level jobs—no degree or prior experience required. As a live chat customer service agent, you'll help users troubleshoot orders, access their accounts, and understand how to navigate digital products. This role is 100% remote, completely text-based (no phone calls), and offers flexible hours, full training, and competitive compensation ranging from $25 to $35 per hour.

If you're comfortable typing, enjoy solving problems, and want to join a fast-paced digital company with long-term growth options, this entry-level role could be your gateway to remote work success.

About the Client
The client operates a global marketplace platform connecting independent creators with consumers around the world. With millions of users accessing the platform daily, providing high-quality and fast support is critical to maintaining user satisfaction. The company has built a robust remote-first support team that values clear communication, empathy, and efficiency. This position expands their customer service coverage across multiple time zones and languages.

Key Responsibilities

Real-Time Chat Engagement

- Manage real-time customer inquiries via the platform's live chat system. Topics include billing issues, content access, delivery questions, and policy clarification.
- Respond using friendly, professional language while adapting to the customer's tone and urgency.
- Use pre-written responses when applicable and customize replies when needed.

Email Ticket Management

- Answer low-priority emails and follow up on unresolved live chat conversations.
- Categorize each interaction with the correct tag, ensuring proper documentation for the internal knowledge base.
- Communicate clearly and directly while upholding the company's brand tone.

Hiring organization
Remote Job Recruiting

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

Support Platform Navigation

- Use helpdesk software (such as Freshdesk, Intercom, or Zendesk) to assign, resolve, or escalate tickets.
- Log chat summaries and case statuses for use by teammates and supervisors.
- Follow documentation protocols for tracking metrics such as resolution time and satisfaction score.

Collaborative Problem-Solving

- Coordinate with supervisors, knowledge managers, and product team members on unresolved or unclear customer situations.
- Attend weekly sync calls or asynchronous updates to align with team goals.

Daily Workflow Overview

Morning Start

- Check in via Slack and review any new system or policy updates.
- Open your assigned chat queue and start responding to incoming customer messages.
- Review unresolved conversations from previous shifts and complete necessary follow-ups.

Midday Activity

- Toggle between active chats and asynchronous email responses.
- Update customer notes and use tagging tools to track common issues or product feedback.
- Take a wellness break and optionally attend a 15-minute huddle with your shift lead.

Afternoon Wrap-Up

- Close out active conversations and hand off any unresolved issues.
- Submit a shift summary form with your personal KPIs and customer feedback trends.
- Log out of the platform and disconnect securely from the chat dashboard.

Minimum Qualifications

No Degree Required

- This position is open to applicants without a college education. High school diploma or equivalent is sufficient.

No Prior Experience Needed

- All training is provided. We prioritize communication and work ethic over resume length.

Typing Proficiency

- Minimum 40 words per minute is ideal. You'll complete a typing assessment as part of the hiring process.

Base Salary
$ 25 - $ 35

Date posted
May 30, 2025

Valid through
01.01.2029

Tech Comfort

- Familiarity with basic browser navigation, email systems, and online portals.
- You'll be trained on advanced tools, but must be comfortable using multiple tabs and systems at once.

Written Communication

- Strong grammar, punctuation, and tone control. You'll be expected to communicate clearly and efficiently.

Reliable Workstation

- Laptop or desktop with a stable internet connection. No special software is required.

Remote Work Coaching

Establish a Routine

- Choose fixed shift hours that work for your lifestyle and stick to them for optimal consistency and rhythm.

Use Your Resources

- The client provides extensive help documentation, chat scripts, and step-by-step guides for common issues.

Balance Empathy with Efficiency

- Support roles require you to be kind and helpful while maintaining strong productivity. Learn when to escalate and when to resolve.

Engage with the Team

- Remote doesn't mean isolated. Join virtual events, feedback loops, and Slack discussions to stay connected.

Alternative Benefits Offered

Flexible Scheduling

- Set your own availability from week to week. Pick morning, afternoon, or weekend shifts that suit your routine.

Paid Training & Shadowing

- All new hires receive live onboarding, guided practice chats, and shadow support before going live.

Referral Bonuses

- Earn additional income by referring other qualified applicants to the client's remote agent program.

Monthly Spot Awards

- Top-performing agents receive digital badges and bonus payments based on performance.

Learning Platform Access

- Optional access to CX certifications, chat AI tool tutorials, and writing improvement workshops.

Work-From-Home Setup Perks

- Reimbursement for office tools after 30 days of successful performance.

Weekly Payments

- Choose weekly or bi-weekly direct deposit or payment via Stripe or Payoneer.

Common Applicant Questions

Do I need to talk to customers on the phone?
No. This is a completely chat-based customer support role. You'll communicate via live chat and email only.

Can I really apply with no experience?
Yes. Our client offers comprehensive training and support to ensure success for first-time agents.

Is this full-time or part-time?
Both options are available. You can choose your commitment level during the scheduling process.

Can I work this job from outside the United States?
Yes. This is a global opportunity with agents based in multiple countries. The only requirement is a strong internet connection and time zone alignment.

What are the shift hours like?
Shifts are available 24/7. You can select blocks that match your preferred schedule.

What is the hiring process like?
After applying, you'll complete a typing test and a brief written response exercise. If selected, you'll have a virtual interview and receive a training invitation within a week.

How to Apply

Click "Apply Now" to submit your application. Include your name, email address, resume (if available), and complete a brief typing speed test. A recruiter will contact you with next steps and an invitation to complete onboarding materials. Training begins weekly, and new hires typically start live chat support within 7 to 10 days.

Why This Role Is Ideal for Remote Work Beginners

This is one of the few entry-level remote chat support positions that offers full training, flexible hours, and global accessibility—all with no degree or experience required. Whether you're transitioning from an in-person job, just starting your career, or returning to work after time away, this opportunity provides a professional and sustainable path into the world of remote work.

Start earning from home while helping customers—all through chat. Apply today.

Disclosure

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