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APPLY NOW

Online Chat Support Positions – \$25–\$35/Hour – Entry-Level Remote Work Opportunity (No College Degree or Prior Experience Needed)

Description

Position Summary

A global support outsourcing firm is recruiting for Remote Chat Support Agents to assist customers of a SaaS client offering business productivity tools. This work-from-home role pays \$25 to \$35 per hour and requires no prior experience or college degree. The position is 100% remote, fully chat and email-based—no phone calls. With paid onboarding, performance bonuses, and flexible scheduling, this role is ideal for anyone ready to start earning from home immediately.

Client Overview & Role Description

The client is a digital platform used by online business owners, freelancers, and project teams. Their product simplifies daily operations, communication, and subscription management. As a Chat Support Agent, you'll serve as the first point of contact for their global user base, resolving basic support issues through written communication using saved replies and chat tools.

Key Responsibilities

- **Respond to Live Chat Inquiries:** Answer real-time questions from customers about billing, accounts, technical features, and service use.
- **Email Support Ticket Management:** Reply to user-submitted tickets and follow up as needed. Responses must be clear, polite, and helpful.
- **Macro Usage & Customization:** Use pre-written templates and adjust tone and content for each situation to ensure a personalized experience.
- **Ticket Categorization:** Apply appropriate tags to each interaction and maintain organized internal logs for QA tracking.
- **Escalation Handling:** Flag high-priority issues for specialized departments and provide context for faster resolution.
- **Follow Client Updates:** Keep up with product changes, known bugs, and system notices to ensure your replies are accurate.
- **Team Collaboration:** Participate in asynchronous discussions with your team lead and peers using Slack, Notion, and shared dashboards.
- **Meet or Exceed Daily Targets:** Stay on track with KPIs such as CSAT, reply time, resolution quality, and ticket count.

Daily Flow of Work

Start of Shift

Check Slack for product announcements and internal bulletins. Open your dashboard and begin working on high-priority email tickets.

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

Peak Hours

You'll respond to multiple live chat sessions simultaneously, helping users solve common issues using your training, internal tools, and saved replies.

End of Shift

Wrap up any open tickets, note unresolved items for handoff, and complete a shift summary. Use remaining minutes for reviewing your personal performance dashboard.

Qualifications

- High school diploma or equivalent (no degree required)
- No experience needed—paid training provided
- Fluent written English and strong grammar
- Typing speed of 40+ WPM with accuracy
- Familiarity with browser-based tools and chat systems preferred
- Personal computer or laptop with reliable internet
- Able to work independently, stay organized, and meet deadlines
- Available for 20–40 hours per week (evenings/weekends a plus)
- Positive attitude and ability to adapt to constructive feedback

How to Succeed in the Role**Sharpen Your Typing and Writing**

Speed and tone matter. Practice regularly using typing tests and grammar tools like Grammarly.

Study Product Resources

During onboarding, immerse yourself in the product's help center and saved replies so you can resolve tickets quickly and correctly.

Use a Friendly Tone

Avoid sounding robotic. Use phrases like "Let me help with that right away!" or "Thanks for your patience—I've found the answer."

Stay Focused While Multitasking

Split your screen between the ticketing system and documentation. Use templates when applicable but personalize the message.

Be Proactive with Feedback

QA reviews provide valuable insight. Top performers implement feedback immediately and raise follow-up questions as needed.

Step-by-Step Hiring Process**Step 1 – Application**

Upload your resume and complete a brief tech-readiness and availability form.

Step 2 – Skills Test

Take a typing speed and grammar assessment. You'll also write sample responses to support questions.

Step 3 – Simulation

Complete an asynchronous chat simulation or written scenario review.

Step 4 – Paid Training

Attend a 5-day virtual training program. You'll practice using macros, handle mock tickets, and learn the client's tools.

Base Salary

\$ 25 - \$ 35

Date posted

June 20, 2025

Valid through

01.01.2029

Step 5 – Trial Shifts

Complete 2–3 paid trial shifts under supervision with QA feedback and support.

Step 6 – Active Assignment

After QA approval, begin your regular shift schedule with access to team chats and ongoing performance tracking.

Team Environment & Support

This remote support team operates asynchronously with a performance-first mindset. There are no Zoom meetings or micromanagement—just clearly documented processes, responsive leads, and fast-tracked promotions for top agents. You'll work from anywhere, participate in team contests and raffles, and have clear paths to advance into QA or onboarding roles.

Benefits & Perks

- Paid training and mentorship
- Fully remote role with global access
- All support done via chat and email
- Flexible scheduling
- Monthly digital bonuses and peer recognition
- Equipment stipends after 30 days
- Access to e-learning platforms
- Advancement opportunities within 90 days

Why This Role is a Great Fit for You

If you're looking for legitimate, flexible online work without cold calls, phone queues, or degree requirements, this position offers everything: strong pay, global flexibility, daily support, and long-term growth. Whether you're starting over or starting fresh, this chat support role allows you to build a real career from your home setup.

FAQs

Is previous experience necessary?

No. This is a true entry-level opportunity with all training included.

Will I have to take phone calls?

No. This job is fully non-phone—chat and email only.

Is the job open to international applicants?

Yes. Candidates from all countries are welcome to apply if they meet the internet and English language requirements.

How long does the hiring process take?

Applicants typically start paid training within 7–10 business days of applying.

What equipment do I need?

A modern laptop or desktop and reliable internet connection. All other tools are browser-based and provided by the client.

Apply Now

Click "Apply Now" to upload your resume and complete a short assessment. This is your chance to earn \$25–\$35/hr in a flexible, fully remote role—with no phone work and no experience needed. Apply now before openings fill.



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