

APPLY NOW

Digital Chat Support Roles Text Based No Calls or Experience Needed | \$25-\$35/hr

Description

Tired of Talking on the Phone? Get Paid to Help People Through Chat—From the Comfort of Home

You searched for “**remote chat support jobs**” because you want something real—something quiet, structured, and professional that doesn’t involve answering phones or pushing products. We’ve got you. This position is a **Remote Live Chat Support Role** where you’ll help customers via written messages only—no voice, no video, no Zoom. You’ll earn **\$25–\$35/hour**, work from home, and build in-demand skills without needing a degree or previous experience.

What This Role Looks Like

You’ll be responsible for assisting customers who reach out via live chat. These messages usually involve things like order questions, login problems, billing issues, or account updates. You’ll be trained on the system, shown how to navigate internal tools, and supported every step of the way. The focus is on **accuracy, efficiency, and clarity**.

What You’ll Handle Daily

- Replying to customer chat messages through a secure support portal
- Sending helpful resources and answers using templates and approved scripts
- Tagging and summarizing each chat in the support system
- Escalating advanced issues when needed
- Managing multiple conversations at once while staying calm and professional

You’d Be Great in This Role If You...

- Want to work in support without ever picking up a phone
- Prefer writing over speaking

Hiring organization

Work From Home Chat Support

Employment Type

Part-time

Industry

Customer Service

Job Location

Remote work from: United States

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

- Like structured workflows and solving problems
- Are transitioning into remote work for the first time
- Need a job that allows you to work independently without being micromanaged

What You Don't Need

- A college degree
- Any call center or remote job background
- Phone, video, or voice-based skills
- Customer service experience
- A résumé packed with credentials—we hire based on potential

What You Do Need

- Laptop or desktop (Mac or Windows)
- Typing speed of 40 WPM or more
- Solid grammar, spelling, and written clarity
- Internet connection of at least 10 Mbps download
- Minimum availability of 15 hours per week (flexible blocks)
- The ability to stay focused and composed during busy chat shifts

Pay & Benefits

- Starting rate: \$25/hour
- Bonuses and surge pay up to \$35/hour
- Biweekly direct deposit
- Paid onboarding with live simulation training
- Set your own weekly schedule—mornings, evenings, or weekends
- Optional benefits package (available after 60 days for full-time roles)
- Internal promotions to QA, training, or senior support positions

What a Real Shift Feels Like

You clock in at 9 AM. The first chat comes in—someone's having trouble with their

password. You send a saved reply, walk them through a reset, and log the case. Another customer needs to cancel a subscription—you verify their info and send the link. You juggle 2–3 conversations, stay in flow, and wrap up knowing you just made great money **without ever hearing a ringtone**.

What You'll Learn

- How to use tools like Intercom, Zendesk, and HelpScout
- How to solve problems using logical, step-by-step written guidance
- How to manage digital workflows and multitask smoothly
- How to build a remote career around calm, focused work
- How to earn more with soft skills—not hard selling

What Team Members Say

"This was the first job I found that paid well without requiring me to talk all day. I feel calm, productive, and supported." – Alisha M., Oregon

"I used to dread taking calls. This role fits me better. It's quiet, professional, and actually enjoyable." – Brent T., Michigan

FAQs

Q: Will I ever have to talk to customers?

No. This job is 100% chat-based—no phones, no Zoom, no voice messaging.

Q: Do I need experience to apply?

Not at all. We train you fully, and many of our top agents started from scratch.

Q: How fast can I get started?

Paid training usually begins within 3–5 business days of being hired.

Q: Can I work evenings or weekends?

Absolutely. We offer flexible shift blocks and pay premiums for high-demand hours.

Apply Now

If you're ready to get paid well for helping people quietly, clearly, and confidently from behind a keyboard—**click the Apply Now button** and start your remote chat support journey today. No phone calls. No scripts. No stress. Just a real job, real pay, and real flexibility.



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