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APPLY NOW

Online Chat Support Representative | \$25-\$35/hr | Non-Phone Position – Work from Anywhere

Description

Job Title: Remote Chat Support Representative

Pay Range: \$25-\$35/hour

Location: Fully Remote – Open Worldwide

Schedule: Flexible (15-30 hours/week)

Experience Required: None

Education: No degree required

About the Opportunity

Our client is hiring **Remote Chat Support Representatives** to help manage live messaging channels for their customer success teams. If you searched for “**remote chat support jobs**,” this role offers structured, written communication tasks with reliable pay and a truly global remote setup—no phone calls, no live meetings, and no experience required.

This role is ideal for people who want steady, predictable work handling text-based customer questions using simple templates and internal tools.

Key Responsibilities

Once trained, you'll be added to a rotating task queue and assigned shifts that match your preferred availability. Your work will focus on helping users solve problems and navigate products—100% through written chat.

Responsibilities include:

- Responding to inbound chat messages using saved replies and brand voice guidelines
- Answering FAQs and basic product support inquiries
- Tagging and forwarding complex issues to internal escalation teams
- Updating internal support logs and shift summaries
- Monitoring chat queues and reporting performance trends

There are no calls, no sales scripts, and no live troubleshooting sessions.

Hiring organization

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

This Role Is Ideal For...

- First-time remote workers
- People who type quickly and communicate clearly in writing
- Those who prefer non-verbal, solo work
- Individuals with patience and strong reading comprehension
- Applicants with 15–30 hours of flexible availability each week

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

What You'll Need

- Laptop or desktop computer
- High-speed internet (10 Mbps minimum)
- Typing speed of at least 45 WPM
- Ability to read and respond clearly in English
- Willingness to follow saved responses and internal SOPs
- A quiet environment to stay focused while handling task batches

Compensation & Structure

- **\$25–\$35/hour**, paid weekly or biweekly
- Paid training during onboarding
- Flexible shifts—choose the hours that work for you
- Written communication only—no calls or live meetings
- Bonus eligibility after 30 days for consistency and quality
- Growth into QA, escalation handler, or shift coordinator roles

A Day in the Role

You log in at 2 PM and begin handling a batch of customer inquiries from the day's queue. You respond to common billing and login questions using saved replies, forward a few technical requests to escalation, and update the team's live dashboard with your progress. After 3 hours of focused, non-phone work, your shift is done.

What Workers Are Saying

"I've always typed fast and preferred email or chat over phone calls. This job plays to my strengths and pays better than most entry-level gigs." – Aiden K., Canada

"I was looking for something quiet and flexible—and this lets me work in the evenings while studying during the day." – Prisha M., India

FAQs

Q: Do I need prior chat support experience?

No. This role includes paid training and is beginner-friendly.

Q: Is this job open internationally?

Yes. Applicants from all countries are welcome as long as they meet the tech and language requirements.

Q: Do I need to be available for specific shifts?

No. You set your availability, and tasks are matched accordingly.

Q: Will I have to get on the phone or attend video calls?

No. This is a 100% written communication role.

Apply Now

If you're ready to work remotely, earn **\$25–\$35/hr**, and help customers without ever picking up a phone, this job is for you. **Click the Apply Now button** to get started today. Onboarding begins weekly—join a chat team that fits your pace and your schedule.



Disclosure

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