

LEARN MORE

Remote Chat Support Role – Get Paid to Help Customers Online (No Experience Needed)

Description

Position Summary

Are you looking for a reliable remote job that doesn't require a degree or previous experience? A well-known digital retail company is expanding its virtual team and is hiring for Remote Chat Support positions. This fully online role allows you to earn from home by helping customers through real-time messaging—no phone calls, no video meetings, and no sales targets.

As a Chat Support Agent, your job is to respond to incoming messages from website visitors who need assistance. You'll be trained to use company-approved templates and support workflows that help you resolve issues quickly and efficiently. The position is designed for those new to remote work and customer support—so whether you're just starting out or changing careers, you'll have the tools and training you need to succeed.

What You'll Be Doing

Assisting Customers via Live Chat

You'll monitor incoming chat requests on the website and app. Most messages involve product information, shipping questions, order status updates, or basic troubleshooting. All communication takes place in a single dashboard.

Using Pre-Approved Templates and Responses

To make things easier, the company provides templates and suggested replies. You'll be trained to use these effectively so you don't need to craft every response from scratch.

Escalating More Complex Issues

If a customer has a problem you can't solve—like refund disputes or policy violations—you'll pass the case to a manager using a simple internal form. You won't be expected to resolve these on your own.

Maintaining Organized Chat Logs

Each chat must be labeled and summarized for future tracking. You'll use drop-

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

down menus and short notes to mark the issue type and resolution status.

Handling Multiple Chats at Once

During peak times, you may manage up to three customer conversations at once. The platform is optimized for multitasking and will help you keep everything on track.

A Day in the Life

You'll begin your day by logging into the company's web-based chat system from your laptop or desktop. Once your shift starts, you'll be assigned to a live chat queue. When a customer sends a message, it will appear in your dashboard, and you'll respond using training resources and prewritten scripts. All communication is text-based—no video calls or phone conversations are necessary. Breaks are built into your shift, and there are no required meetings before or after your hours.

Required Skills & Qualifications

- No degree required
- No experience necessary—training is provided
- Typing speed of 30+ WPM recommended
- Fluent written English communication skills
- Basic familiarity with online tools and browsing
- Reliable high-speed internet connection
- Laptop or desktop computer (mobile devices not accepted)

How to Thrive in a Remote Role

Stick to a Consistent Schedule

Although hours are flexible, consistency helps you get the most out of your shifts. You'll also be eligible for bonuses and preferred time blocks after your first 30 days.

Create a Quiet, Dedicated Workspace

Working from home is easiest when you have a distraction-free area where you can focus on chats and maintain professionalism.

Make Use of the Training Resources

Take full advantage of the onboarding materials and internal chat library. They're designed to help you succeed from day one.

Stay Professional in Every Message

While customers only see your text, your tone and speed matter. You'll build customer trust by responding clearly and courteously to every inquiry.

Perks & Benefits

- Pay rate of \$25–\$35 per hour
- Completely remote role—work from home or while traveling
- Flexible scheduling with part-time and full-time availability
- No cold calls or phone interactions

Base Salary

\$ 8000 - \$ 10000

Date posted

June 30, 2025

Valid through

01.01.2029

- Paid onboarding and chat system certification
- Performance-based bonus eligibility
- Weekly digital payments
- Growth opportunities into team lead and QA roles

Frequently Asked Questions

Do I need to install software?

No downloads are needed. You'll access everything through a secure online portal using your browser.

Can I choose my own hours?

Yes. You'll be able to choose from available shift blocks. Workers with higher performance and reliability receive scheduling priority.

What if I've never worked in customer support before?

That's okay. The company provides detailed training and step-by-step guides. Many current agents started without any experience.

Is this job location-specific?

No. As long as you have a stable internet connection and meet the technical requirements, you can apply from anywhere in the world.

Will I need to use a webcam?

No. There are no video calls or virtual meetings required. All tasks are handled via text within the chat platform.

How to Apply

Fill out the application form, which includes a brief questionnaire about your internet connection, typing ability, and availability. After submission, you'll receive an invitation to begin the training course. Once certified, you'll be able to pick your first shift and start earning immediately.

Why This Remote Job Is Perfect for You

This Remote Chat Support position is ideal for anyone looking to earn online without the stress of sales quotas, phone calls, or complicated tech setups. With no degree or prior experience required, it's one of the most accessible entry points into remote work. The pay is competitive, the hours are flexible, and the company provides all the support you need. If you're ready to take control of your schedule and start earning from home, this opportunity offers a fast, proven path forward.

**LEARN MORE**

Disclosure

Disclaimer: Please note that RemoteJobRecruiting.com is NOT a recruitment agency. We are not an agent or representative of any employer.

Marketing Disclosure: This website is a marketplace. As such you should know that the owner has a monetary connection to the product and services advertised on the site. The owner receives payment whenever a qualified lead is referred but that is the extent of it.

Be sure to check out our partner sites at [Jobtacular](#)