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APPLY NOW

Remote Chat Support Specialist – Flexible Hours, No Degree Required

Description

Position Summary

Our client, a leading online brand in the digital learning space, is expanding its remote customer service team and is now hiring for the role of Remote Chat Support Specialist. This position is designed for individuals seeking flexible, work-from-home employment with no prior experience or college degree required. If you're reliable, detail-oriented, and comfortable communicating via text, this role provides an excellent opportunity to earn a consistent income while working remotely from anywhere in the world.

As a Remote Chat Support Specialist, your primary responsibility will be responding to customer inquiries through a text-based chat system. You'll be trained to provide accurate, helpful, and friendly responses using a blend of prewritten replies and customized messages. This position is perfect for people who prefer written communication over phone or video interactions. All training is conducted online, and you'll have full access to digital resources and peer support to guide you through your day-to-day work.

What You'll Be Doing

Engaging with Customers via Live Chat

You'll be the first point of contact for website visitors and customers seeking help. Most inquiries involve product usage, account access, troubleshooting steps, and pre-sale questions.

Using Scripts and Suggested Replies

The system includes built-in templates and AI-powered suggestions to make it easy to reply quickly and professionally. You'll tailor your tone slightly to match the customer's style while maintaining brand guidelines.

Documenting Chat Interactions

Each customer chat must be tagged and summarized using internal guidelines. This creates a record for future interactions and helps improve overall support quality.

Redirecting and Escalating When Needed

Hiring organization

Remote Jobs No Degree Required

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

Some issues may require assistance from a supervisor or technical team. You'll identify these cases and forward them to the appropriate channel with all relevant notes attached.

Maintaining a Positive Tone

You'll be expected to represent the brand in a warm, friendly, and helpful manner while keeping messages concise and free of jargon.

A Day in the Life

Your typical day begins by logging into the chat platform from your laptop or desktop. Once your status is live, you'll begin receiving incoming chat requests. Using response templates and a searchable FAQ tool, you'll assist customers with questions about courses, subscriptions, technical issues, and more. Each chat takes just a few minutes, and many of your responses will be drawn from existing scripts. Throughout your shift, you'll maintain a clear desk, manage multiple chat threads simultaneously, and take breaks as needed. There are no calls or meetings—just text communication. Team leads are always available via chat if you need help or have questions.

Required Skills & Qualifications

- No degree or prior job experience required
- Strong command of English with clear writing ability
- Ability to stay focused while managing multiple chat threads
- Comfort with web-based tools and search functions
- Reliable internet connection and a personal laptop or desktop computer
- Ability to work independently in a remote environment
- Positive attitude, patience, and willingness to learn

How to Thrive in a Remote Role

Establish a Routine

Set work hours that align with your lifestyle and stick to them. Consistency helps build momentum and makes it easier to balance personal responsibilities with work.

Use the Tools Provided

The platform includes everything you need—templates, product databases, and real-time support. Lean on these resources instead of trying to memorize answers.

Keep Your Workspace Distraction-Free

A quiet, organized space improves your focus and helps you manage multiple conversations more effectively.

Ask for Help

No one expects you to know everything from the start. Support is always available through team chat, especially during your first few weeks on the job.

Perks & Benefits

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

- Competitive hourly rate: \$25–\$35 depending on shift type and availability
- Consistent weekly payments
- Flexible scheduling—choose your preferred shift blocks
- Fully remote—work from home or while traveling
- No voice or video calls—100% chat-based
- All training and materials provided online
- Opportunities for advancement to QA and team leadership roles

Frequently Asked Questions

Is this a real job or a freelance gig?

This is a structured part-time or full-time role with weekly pay and long-term potential. It's not a freelance or gig-based opportunity.

What kind of training will I receive?

You'll go through a self-paced onboarding program that includes interactive simulations, knowledge base walkthroughs, and performance expectations. Live support is available during training and after you begin.

Do I need to have a college degree?

No. We welcome candidates from all backgrounds, including those without a college education or prior professional work experience.

How quickly can I start?

Most applicants complete training and begin working within one week of submitting their application.

Can I work from outside the U.S.?

Yes. As long as you have a strong command of English and stable internet access, you're welcome to apply from anywhere in the world.

How to Apply

Click through to access the online application form. You'll answer a few short questions about your availability, language fluency, and tech setup. Once submitted, you'll receive an invitation to begin the onboarding process. There are no setup fees, and all required resources will be provided.

Why This Remote Job Is Perfect for You

Whether you're just beginning your job search, switching careers, or looking to earn reliable income from home, this Remote Chat Support Specialist role gives you the freedom and flexibility you need—without the stress of phone calls or rigid schedules. It's a beginner-friendly job with room to grow and real support behind it. Join a welcoming team, gain new skills, and start earning on your own terms. Apply today and begin working in a role that fits your life.

APPLY NOW

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