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APPLY NOW

Remote Customer Service – Live Customer Service \$25-\$35/Hour – No Experience Necessary

Description

Position: Customer Service Representative – Remote

Company: TechFlow Digital Services

Department: Customer Experience

Reports To: Customer Service Manager

Employment Type: Independent Contractor

Location: Remote (United States)

Salary: \$25.00 – \$35.00 per hour

Job Summary

TechFlow Digital Services seeks a dedicated Customer Service Representative to join our remote team providing live customer service support through digital channels. This position involves assisting customers via website chat, social media platforms, and email to resolve inquiries, provide product information, and ensure positive customer experiences.

The successful candidate will handle multiple customer conversations simultaneously while maintaining high service standards and professional communication. This role offers flexible scheduling, competitive compensation, and opportunities for advancement within our growing organization.

No previous customer service experience is required. We provide comprehensive training to ensure all team members develop the skills necessary for success in live customer service delivery and career advancement.

Essential Duties and Responsibilities

Primary Customer Service Functions

- Respond to customer inquiries through website chat systems in real-time
- Provide accurate product information, pricing, and availability details
- Assist customers with order placement and account management
- Resolve customer complaints and concerns professionally and efficiently
- Escalate complex issues to supervisors when necessary
- Maintain detailed records of customer interactions in company systems

Communication and Support Activities

- Monitor and respond to customer messages on social media platforms
- Handle email customer service requests within established timeframes

Hiring organization

Remote 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

- Provide technical support guidance for basic product and service issues
- Offer promotional information and discount codes to qualified customers
- Guide customers through website navigation and purchasing processes
- Follow up with customers to ensure satisfaction with resolutions

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Administrative Responsibilities

- Document all customer interactions accurately in CRM systems
- Meet productivity targets for response times and resolution rates
- Participate in team meetings and training sessions as scheduled
- Contribute to quality improvement initiatives and process enhancement
- Maintain current knowledge of company products, services, and policies
- Collaborate with team members to share best practices and solutions

Required Qualifications**Education and Experience**

- High school diploma or equivalent required
- No previous customer service experience necessary
- College degree preferred but not required
- Relevant work experience in any field considered beneficial

Technical Skills

- Proficient with computers and internet navigation
- Comfortable learning new software applications
- Basic typing skills with ability to communicate clearly in writing
- Reliable high-speed internet connection required
- Access to computer or laptop capable of running multiple applications

Communication Skills

- Excellent written communication abilities
- Professional demeanor in all customer interactions
- Ability to explain complex information in simple terms
- Patience when working with frustrated or confused customers
- Strong listening skills and attention to detail

Personal Attributes

- Self-motivated with ability to work independently
- Reliable and punctual with strong attendance record
- Adaptable to changing priorities and procedures
- Team player with positive attitude
- Commitment to providing exceptional customer service

Working Conditions**Schedule and Hours**

- Flexible scheduling options available
- Part-time positions: 5-20 hours per week
- Full-time positions: 25-40 hours per week
- Weekend and evening shifts available with premium pay

- Schedule adjustments accommodated based on business needs

Work Environment

- 100% remote position – work from home
- Quiet workspace required for professional customer interactions
- Must be available during scheduled hours
- Occasional overtime opportunities during peak periods
- Regular performance evaluations and feedback sessions

Compensation and Benefits

Base Compensation

- Starting rate: \$25.00 – \$30.00 per hour based on assessment results
- Performance-based increases available quarterly
- Annual compensation reviews with merit increase potential
- Premium rates for weekend and evening shifts

Performance Incentives

- Monthly bonuses for exceeding customer satisfaction targets
- Quarterly achievement awards for outstanding performance
- Annual recognition programs with cash rewards
- Referral bonuses for successful candidate recommendations

Professional Development

- Comprehensive 35-hour paid training program
- Ongoing skills development workshops
- Career advancement opportunities within the company
- Educational reimbursement for relevant coursework
- Access to professional development resources

Application Process

How to Apply

Qualified candidates should submit an application including:

- Completed application form
- Brief cover letter explaining interest in customer service
- Contact information for employment references
- Availability schedule preferences

Selection Process

1. Initial application review
2. Online skills assessment
3. Virtual interview with hiring manager
4. Reference verification
5. Conditional job offer pending background check

Timeline

- Applications reviewed within 3-5 business days
- Complete hiring process typically takes 1-2 weeks
- Training begins immediately upon hire
- Full productivity expected within 30 days

Company Overview

TechFlow Digital Services provides customer experience solutions for businesses across multiple industries. Founded in 2018, we have grown to serve over 150 client companies while maintaining our commitment to service excellence and employee development.

Our mission is to deliver exceptional customer experiences through skilled professionals and innovative technology. We believe in investing in our team members through comprehensive training, competitive compensation, and genuine advancement opportunities.

Company culture emphasizes collaboration, continuous learning, and customer-focused excellence. We maintain industry-leading retention rates through supportive management, flexible policies, and recognition of individual achievements.

Equal Opportunity Statement

TechFlow Digital Services is an equal opportunity employer committed to workplace diversity and inclusion. We welcome applications from qualified candidates regardless of race, color, religion, sex, national origin, age, disability, or veteran status.

Reasonable accommodations will be made for qualified individuals with disabilities to perform essential job functions. Candidates requiring accommodations should contact Human Resources during the application process.

Additional Information

Performance Expectations

- Customer satisfaction rating of 90% or higher
- Average response time under 45 seconds for chat inquiries
- Productivity targets based on industry standards
- Professional communication in all customer interactions
- Regular attendance and schedule adherence

Career Advancement

- Senior Customer Service Representative (6-12 months)
- Team Lead positions (12-18 months)
- Supervisor roles (18-24 months)
- Management opportunities (2+ years)
- Cross-departmental advancement possible

Training Details

Week 1: Customer service fundamentals and company overview
Week 2: Technical platform training and hands-on practice
Week 3: Supervised customer interactions and skill assessment
Week 4: Independent work with ongoing mentorship support
Week 5: Performance evaluation and career planning discussion

Technology Requirements

- Computer with Windows 10/Mac OS or newer
- Minimum 8GB RAM for optimal performance
- High-speed internet (minimum 25 Mbps download)
- Quiet, professional workspace
- Backup internet connection recommended

Success Metrics

- Customer satisfaction scores
- First-contact resolution rates
- Response time averages
- Quality assurance evaluations
- Attendance and punctuality records

Ready to start your customer service career with competitive pay and flexible scheduling? We provide all the training you need to succeed in this rewarding field while working from the comfort of your home.

Apply today to join our team and begin building valuable skills in the growing field of remote customer service.

This position is open to candidates authorized to work in the United States. TechFlow Digital Services reserves the right to modify job duties and requirements based on business needs.



Disclosure

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