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APPLY NOW

Online Customer Support Chat Representative – No Prior Experience Required – \$25–\$35/hr – Remote Work, No College Degree Needed

Description

Position Summary

A fast-growing digital services agency is seeking Remote Customer Support Chat Agents to provide online assistance for a major SaaS client. This is a 100% remote position paying \$25–\$35 per hour and open to applicants with no prior experience or degree. All support is handled via written communication—chat and email—so you won't be taking phone calls. If you're looking for a real work-from-home job with paid training, flexible hours, and room to grow, this role is built for you.

About the Client & Your Responsibilities

The client is a subscription-based platform helping professionals, teams, and digital businesses organize and streamline their workflow. As a Remote Customer Support Chat Agent, you'll handle real-time inquiries through live chat, assist with account issues, answer product-related questions, and ensure a smooth customer experience. You'll use internal tools like a knowledge base, macros, and a CRM to respond effectively and keep conversations productive.

Key Responsibilities

- **Chat Support:** Respond to users in real time via chat, assisting with logins, subscription changes, payment questions, and general troubleshooting.
- **Email Ticketing:** Reply to non-urgent inquiries submitted through the help desk system using templates, while customizing responses for tone and clarity.
- **Tagging & Ticket Management:** Assign the correct categories and tags to every ticket, log notes, and ensure records are complete.
- **Use of Support Tools:** Apply saved replies and product help guides to resolve issues quickly without escalating.
- **Problem Escalation:** Route technical or policy-related problems to the right internal team with full context and documentation.
- **Stay Updated:** Monitor bug reports, system updates, and macro changes to ensure your support responses stay accurate.
- **Collaborate with Team:** Communicate with your QA lead and team via Slack. Participate in shift handoffs and group feedback.
- **Suggest Improvements:** Offer feedback on unclear templates or recurring customer questions that need better documentation.
- **Meet Performance Targets:** Hit daily goals for ticket volume, resolution speed, and customer satisfaction scores (CSAT).

What Your Workday Will Look Like

Hiring organization

Remote Chat Support Customer Service Jobs

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

Beginning of Shift

Log into the CRM, read shift notes and any product updates. Start with your email ticket queue and review internal team messages.

Mid-Shift Flow

Live chat volume increases—expect to juggle several chat conversations at once. Most involve basic support tasks and customer guidance.

Wrapping Up

Close remaining tickets, leave internal notes, and report unresolved issues for the next shift. Review your shift performance dashboard and log your status.

Base Salary

\$ 25 - \$ 35

Date posted

June 20, 2025

Valid through

01.01.2029

Who We're Looking For

- Strong written communication skills
- High school diploma or GED (no college degree needed)
- Typing speed of 40+ words per minute with high accuracy
- No experience required—this is a true entry-level position
- Self-starter with strong time management and accountability
- Comfortable navigating browser tabs, chat tools, and help docs
- Reliable computer/laptop and stable internet connection
- Available 20–40 hours per week with some flexibility preferred
- Calm and helpful demeanor under pressure
- Open to feedback and performance-based coaching

How to Stand Out in This Role**Strong Typing & Message Clarity**

Use tools like Grammarly and TypingTest.com to polish your writing and typing speed. Customers value clear and fast replies.

Product Familiarity

During onboarding, review help docs and common support issues. Knowing the tool you're supporting will help you avoid unnecessary escalations.

Polished Tone & Empathy

Keep a warm tone: "Happy to help!" and "Let's get this resolved together" go a long way toward a great customer experience.

Manage Multiple Conversations

Split your screen, keep help docs pinned, and use macros when applicable. Efficiency and organization improve your CSAT and resolution time.

Stay Organized Remotely

Block out work time, eliminate distractions, and stick to your shift schedule. Treat your remote job like a real one—it is.

How to Get Started**Step 1 – Apply Online**

Upload your resume and complete a short survey about your schedule and equipment. No cover letter required.

Step 2 – Typing and Scenario Test

Complete a short typing test and write responses to two sample customer support questions.

Step 3 – Chat Simulation or Interview

You may be invited to complete an asynchronous live chat simulation to

demonstrate tone and resolution skills.

Step 4 – Paid Training

Attend a 4–5 day virtual training course that covers tools, product knowledge, ticketing systems, and macros. You'll complete hands-on exercises with coaching.

Step 5 – Mentored Trial Shifts

Work a few real support shifts under guidance. Receive live QA scoring and suggestions for improvement.

Step 6 – Full Schedule Assignment

Once approved, receive your shift block, performance goals, and access to team channels and support systems.

Work Environment & Culture

This client supports a global, asynchronous-first team with a focus on outcomes, not micromanagement. You'll collaborate via Slack, Notion, and ticketing dashboards without needing to sit in on daily Zoom calls. Promotion is based on performance, and you'll be given tools and opportunities to grow into senior agent, QA, or support operations roles.

Perks & Benefits

- Paid training and mentoring
- Fully remote, global eligibility
- Non-phone support environment
- Flexible part-time or full-time hours
- Monthly bonuses tied to performance
- Home office setup stipend (after 30 days)
- Digital gift cards, peer recognition, and Slack shoutouts
- Career tracks into quality assurance, onboarding, or support leadership

Why This Job is Perfect for You

You don't need to be a tech expert or a customer service pro to succeed here. With the right attitude, good communication skills, and a willingness to learn, you can launch a flexible, well-paying remote career in days—not months. Whether you're starting from scratch, returning to work, or transitioning out of retail or service jobs, this role gives you income, structure, and growth—all from your home office.

FAQs

Do I need previous experience?

No. This is an entry-level role with paid training provided.

Is this a phone job?

No. All customer interaction is handled via live chat and email.

Can I work from outside the U.S.?

Yes. This role is available worldwide to fluent English speakers with the proper tech setup.

When can I start?

Training starts weekly. Most applicants begin working within 7–10 days of applying.

Apply Now

Click "Apply Now" to begin the application. With no degree or experience required, full paid training, and real income from day one, this is one of the best entry-level remote jobs available. Positions fill fast—get started today.



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