

**APPLY NOW**

## Customer Support Representative – Remote – No Experience or Degree Needed

### Description

#### Position Summary

A rapidly growing global service provider is expanding its virtual support team and is hiring for a fully remote customer chat support role. This is a unique opportunity for individuals seeking remote jobs with no experience. Whether you're re-entering the workforce or seeking your first professional position, this work-from-home role offers a gateway into the growing field of digital customer service. No degree is required, no prior experience is necessary, and all training is provided.

#### About the Client

Our client is a global leader in cloud-based customer engagement. Their platform helps consumer-facing brands deliver fast, friendly service through live chat, email, and social messaging. With a customer base that includes e-commerce companies, SaaS platforms, and subscription services, their team handles thousands of digital conversations daily and prides itself on maintaining a high-quality customer satisfaction rating.

#### Key Responsibilities

##### Live Chat Interaction

- Respond to incoming customer chat inquiries regarding orders, account access, product questions, or troubleshooting.
- Maintain a friendly, professional tone while adhering to brand voice guidelines.
- Use canned responses, support documentation, and internal tools to resolve issues efficiently.
- Tag and categorize interactions in the CRM system for accurate tracking.

##### Escalation & Collaboration

- Recognize when a customer issue requires escalation and forward to Tier 2 support.
- Work alongside teammates in Slack or Microsoft Teams to resolve questions in real-time.
- Provide context to teammates by logging complete summaries of customer conversations.

##### Product Knowledge

- Stay current on product updates and new features through provided training and internal resources.

### 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

- Participate in weekly learning sessions hosted by the client's support management team.

### **Performance Metrics**

- Meet key performance indicators such as average handle time, response time, and customer satisfaction (CSAT).
- Maintain a minimum chat availability status during scheduled hours.
- Review personal performance data weekly and contribute ideas for workflow improvement.

### **A Day in the Life**

#### **Morning (Start of Shift)**

- Log into your secure remote desktop and communication tools (Zoom, Slack, CRM platform).
- Review any customer tickets assigned from overnight teams.
- Begin handling queued chat messages and responding to new inquiries.

#### **Midday (High Volume Window)**

- Handle 2-3 concurrent chats with accuracy and empathy.
- Document resolutions and follow-ups for any unresolved tickets.
- Take a 30-minute paid break and review support updates or product briefs.

#### **Afternoon (Wrap Up)**

- Clear remaining chats in your queue.
- Tag conversations for QA and learning reviews.
- Submit daily recap to team lead.

### **Qualifications**

#### **No Experience Required**

- Ideal for job seekers looking for remote jobs with no experience.
- Training will cover all customer systems, soft skills, and platform tools.

#### **No Degree Necessary**

- We welcome applicants from all educational backgrounds.
- What matters most is your communication skill and willingness to learn.

#### **Soft Skills & Availability**

- Strong written English and typing speed of at least 45 wpm.
- Empathy, patience, and attention to detail.
- Available for 20–40 hours per week, with flexible shifts including evenings and weekends.
- Reliable internet and computer setup.

### **How to Succeed in Remote Work**

#### **Set Up a Dedicated Workspace**

- While no office is needed, having a quiet space with minimal distractions will

### **Base Salary**

\$ 25 - \$ 35

### **Date posted**

April 29, 2026

### **Valid through**

01.01.2029

increase your success.

### **Communicate Proactively**

- Use team chat channels to ask questions and provide updates. Visibility is key in virtual environments.

### **Stay Accountable to Metrics**

- Track your own KPIs and strive to meet or exceed benchmarks.

### **Make Use of Training Resources**

- Take advantage of webinars, learning libraries, and one-on-one coaching.

### **Benefits**

#### **Full Training Provided**

- Comprehensive onboarding and paid training over Zoom.
- Ongoing mentorship from seasoned customer support professionals.

#### **Remote Work Freedom**

- 100% work-from-home. Choose your hours.
- Ideal for parents, students, or caregivers needing schedule flexibility.

#### **Growth Pathways**

- Advancement into senior support, QA, or team leadership within 6–12 months.
- Certifications provided for high performers.

#### **Global Applicants Welcome**

- We accept applications worldwide. You'll work with a diverse, supportive team.

#### **Weekly Pay Options**

- Choose weekly or biweekly direct deposit depending on your region.

### **FAQs**

#### **Is prior experience required?**

No. This role is designed for individuals looking for remote jobs with no experience. You'll receive complete training from day one.

#### **Do I need a college degree?**

No. We assess applicants based on their communication skills and professionalism.

#### **Is this a chat-only role?**

Yes. All interactions are handled via live chat or email. No phone calls involved.

#### **What are the shift options?**

Flexible shift windows are available, including daytime, evening, overnight, and weekend coverage.

**What equipment do I need?**

You'll need a laptop or desktop computer, a reliable internet connection, and access to Zoom for training.

**Can I apply from outside the U.S.?**

Yes. This is a fully remote, international position. Candidates from all time zones are encouraged to apply.

**Is this a freelance or employee position?**

This is a contract role with consistent hours. Many team members stay on long term.

**What is the expected pay range?**

Pay rates typically range from \$24-\$32 per hour based on shift, experience, and country.

**How do I apply?**

Click the apply button and complete the brief form. You'll be asked to submit a short writing sample and complete a typing test (don't worry—it's quick and easy). Interviews are conducted via video and offers are extended within 3-5 business days for selected candidates.

**Why This Role Is Ideal for You**

If you're looking for a real work-from-home opportunity with no degree and no prior experience, this customer support chat position is your perfect entry point. You'll work from the comfort of your home, interact with a friendly team, and build valuable skills in digital communication and support—skills that are in high demand across every industry. Whether you're just starting out or looking to pivot into a stable online career, this is your chance to join the remote workforce and grow on your terms.

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