

APPLY NOW

Remote Customer Support Role – No Experience or Degree Needed | Flexible Chat-Based Work

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 Job Recruiting

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

May 30, 2025

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.

**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](#)