

**APPLY NOW**

## E-commerce Support Representative – Remote – Work from Anywhere – \$25-\$35/hr

### Description

**Job Title:** Remote Ecommerce Customer Support Agent  
**Compensation:** \$25–\$35 per hour, paid weekly  
**Location:** Fully Remote – Worldwide openings  
**Schedule:** Choose your own shifts (15–40 hrs/week)  
**Experience Required:** None – entry-level training included  
**Education Required:** No degree required

### About the Company

A direct-to-consumer lifestyle and beauty brand with a thriving online store is hiring for **remote ecommerce customer support jobs** to help manage high-volume support inquiries from loyal customers. As more shoppers turn to digital-first shopping, this company is scaling its online support operation—and they're looking for fast learners with a calm, clear communication style.

This is a fully text-based support position—chat and email only. You'll handle order tracking, returns, subscription help, discount questions, and product support from a browser-based platform. You'll be trained to use support macros, issue refunds, and keep the customer experience smooth and stress-free.

### Your Responsibilities

- Assist customers with order status, shipping updates, returns, and product questions
- Use chat and email tools to provide consistent, accurate replies
- Issue refunds or exchanges using simple internal workflows
- Escalate complex logistics issues to warehouse and inventory teams
- Update CRM records and tag customer inquiries by topic
- Work through multiple conversations while keeping tone on-brand and friendly

### Why This Role Is a Fit

You're searching for **remote ecommerce customer support jobs** because you want:

- A job that feels like a real, structured position—not a side hustle
- Support work that actually pays hourly and doesn't involve sales
- Full flexibility to work from anywhere and set your own hours
- Zero phone calls, Zoom meetings, or cold outreach

This role provides clarity, consistency, and a clear path to full-time if you want it.

### Minimum Requirements

- Laptop or desktop computer (Mac or PC)

### 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

- Chrome browser
- Reliable high-speed internet (10 Mbps+)
- Typing speed of 45 WPM or more
- Strong written English and calm customer tone
- Interest in ecommerce, digital products, or DTC brands

**Base Salary**

\$ 25 - \$ 35

**Pay & Scheduling Info**

Start at \$25/hr. Top performers are eligible for \$30-\$35/hr after 30 days, based on feedback and accuracy.

**Date posted**

April 29, 2026

You'll choose your shifts each week using a scheduling tool. Time blocks are available 24/7, including overnights and weekends. Minimum is 15 hours/week, with full-time available.

**Valid through**

01.01.2029

**Training & Onboarding**

- 2.5 hours of ecommerce-specific onboarding videos
- Practice chat/email flows with mock customers
- One monitored test shift with a lead
- Go live in 3-4 business days

**Example Shift**

You begin your Friday shift at 12 PM. You assist a customer who received the wrong item, process a no-questions refund, and confirm a replacement. Next, you help someone apply a discount code that didn't go through. Later, a shopper wants to update their shipping address before fulfillment—you handle the change with three clicks. You wrap up your shift having resolved 25 tickets—none of which involved a single phone call.

**What Agents Are Saying**

"I shop online a lot, so it's fun being on the other side now. I get to help people fix their orders and feel good about it." - *Mel A., Houston, TX*

"This is legit work. I make more than I ever did in retail and never have to leave my apartment." - *Jay B., Toronto, CA*

**FAQs****Do I need ecommerce experience?**

No. It's helpful, but not required. Full training is provided.

**Is this customer support via phone?**

Nope. All support is email and chat only.

**Can I work night shifts?**

Yes. Overnight support is available and in demand.

**Do I have to sell products?**

No sales, upsells, or outreach required. Just support.

**Apply Now – Support Online Shoppers from Anywhere**

Click the Apply Now button to apply for one of the most stable and rewarding **remote ecommerce customer support jobs**. No phones. Real training. Weekly pay. Work where you want, when you want.



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