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Remote Entry-Level Chat Support – No Degree or Experience Needed | Flexible Online Work

Description
Position Summary

A fast-growing software and services brand is currently expanding its customer engagement team and is hiring for a Remote Entry-Level Chat Support position. This fully online role is specifically tailored to job seekers looking for entry level remote jobs that require no degree or prior experience. If you're comfortable typing, enjoy helping people, and want to earn consistent income from the comfort of home, this is a legitimate opportunity to begin your remote career.

Compensation ranges from $25 to $35 per hour depending on your availability, typing speed, and chat performance metrics. Flexible scheduling is available, including night and weekend shifts. All training is provided, and you'll never be asked to make calls—this is a 100% chat-based customer service role.

About the Client

Our client is a global leader in digital solutions for small business owners. Their software helps entrepreneurs manage orders, payments, and customer communication—all from a single dashboard. Due to increased customer volume and global growth, they are onboarding a new wave of remote chat agents to help serve users around the clock. You'll be joining a well-structured, team-oriented environment where remote work is the norm and first-time agents thrive with personalized guidance.

Key Responsibilities

Customer Support via Live Chat

- Handle incoming chats from users who need help accessing their account, updating billing info, resetting passwords, or understanding product features.
- Respond promptly using friendly, empathetic, and clear written communication.
- Use pre-written responses and templates when appropriate, but also personalize when needed.
- Document each conversation for internal tracking using the platform's support tools.

Troubleshooting and Issue Resolution

- Investigate user-reported bugs or usability issues by following step-by-step diagnostic protocols.
- Escalate complex issues to technical support teams with full context

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

provided.

- Collaborate with senior agents or supervisors when unclear situations arise.

Knowledge Base Updates

- Proactively suggest improvements or additions to the client's knowledge base based on chat patterns you observe.
- Submit new FAQs or template responses for approval to help streamline future interactions.

Team Communication and Alignment

- Attend virtual huddles and check-ins with your team lead.
- Stay updated on product changes, feature launches, and ticket trends through shared documentation and recorded sessions.

Daily Workflow

Morning Shift Overview

- Log into your support portal and open the day's assigned chat queue.
- Review yesterday's unresolved conversations and complete any follow-up tasks.
- Begin responding to queued and real-time chat requests using internal tools.

Midday Responsibilities

- Maintain concurrent chats (usually 2–3 at a time) using tools like Intercom or Zendesk.
- Submit technical tickets as needed and tag chats for reporting purposes.
- Take a 30-minute break and optionally attend a quick learning session.

Afternoon Closure

- Complete your remaining chat queue and update customer profiles with summary notes.
- Review personal KPIs and CSAT scores for performance tracking.
- Submit a brief end-of-day form highlighting wins and challenges.

Minimum Qualifications

No Degree Required

- We welcome candidates from all educational backgrounds. College experience is not necessary.

No Experience Needed

- Whether you've worked in hospitality, retail, or not at all, you'll be trained from scratch. Enthusiasm matters more than your resume.

Computer Literacy

- Basic comfort with Google Docs, spreadsheets, and navigating support portals.
- Must be able to follow written instructions and multitask between tabs.

Base Salary
$ 25 - $ 35

Date posted
May 30, 2025

Valid through
01.01.2029

Typing Speed & Accuracy

- Minimum of 40 WPM recommended. You'll be tested before onboarding.
- Clean grammar and spelling in customer conversations is essential.

Stable Internet Connection

- Must be able to support live chat functionality without lag or disconnection.
- Headphones or microphone not required—this is a non-voice role.

Remote Success Strategies

Time Blocking for Efficiency

- Structure your shifts using the Pomodoro method or similar techniques to maintain focus during multitasking.

Self-Driven Learning

- Engage with optional tutorials and webinars to deepen your support skills and boost your performance reviews.

Tone Calibration

- Mirror the customer's tone appropriately—professional for billing issues, warm and enthusiastic for product inquiries.

Escalation Best Practices

- Don't try to solve every issue alone—use your escalation channel confidently when needed to keep resolution times low.

Cultural Fit & Company Values

- Be open, curious, and kind. This team values transparency, accountability, and psychological safety.

Unique Perks of the Role

Work from Anywhere

- Whether you live in a busy city or a rural village, your location won't limit your ability to succeed.

Flexible Schedule Blocks

- Choose your availability and build your schedule in weekly increments. Part-time, evening, and weekend options are available.

Paid Virtual Training

- Receive 10–15 hours of paid training via Zoom and LMS portals during your first week.

Weekly Pay with Bonus Options

- Get paid weekly via your chosen method, and earn bonuses for attendance,

customer satisfaction, or mentoring new agents.

Learning Stipend

- Agents get access to premium customer service training modules and certifications after 60 days of tenure.

Peer Recognition System

- Earn badges and shoutouts in the team dashboard when you go above and beyond in your chats.

Internal Promotion Track

- Agents who perform consistently well may be promoted to senior roles or cross-trained in email support or QA.

Common Questions

Can I really apply with no experience?
Yes. This is a true entry-level remote job. You'll be taught everything you need to know, and your success will be guided by seasoned support leads.

Will I be on the phone with customers?
No. This role is strictly live chat. You'll never be asked to make or take voice calls.

Is this a full-time or part-time opportunity?
Both are available. Minimum 20 hours/week, with options up to 40 depending on your availability.

Can I work evenings or weekends?
Absolutely. We're especially in need of evening and weekend coverage to serve our global customer base.

Do I need special software?
You'll access all tools through a secure browser. No software installation is required. A Chrome-compatible computer is ideal.

What happens after I apply?

1. Submit your application via the provided form.
2. Complete a brief writing test and typing test.
3. Attend a virtual interview with a recruiter.
4. Receive onboarding materials and schedule your training.
5. Begin paid training and start live chats within 7–10 days.

Why This Entry-Level Remote Job Is a Rare Opportunity

Most entry level remote jobs require experience—but not this one. This is your chance to earn real income, gain real skills, and grow with a company that values support agents as the voice of their brand. If you're a fast learner, a clear communicator, and a responsible team player, there's no reason you can't succeed in this role—even if this is your very first job.

Apply today and take your first step into remote customer service with no degree or experience required.

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