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Remote Jobs No Experience – Live Customer Service \$25-35/Hour – No Degree Required

Description

Company: ConnectPoint Solutions

Location: Remote (United States Preferred)

Employment Type: Contract – No Fixed Term

Hours: 5-40 hours per week (Flexible)

Compensation: \$25-35 per hour + Performance Bonuses

Posted: Hiring Immediately

About ConnectPoint Solutions

ConnectPoint Solutions stands at the forefront of digital customer engagement, partnering with businesses across diverse industries to deliver exceptional live customer service experiences. As a rapidly growing company specializing in real-time customer communication, we've built our reputation on connecting brands with their customers through meaningful, instant interactions across websites and social media platforms.

Our mission centers on transforming how businesses engage with their customers in the digital age. We believe that every customer interaction should be personal, immediate, and solution-focused. Through our innovative live customer service platform, we enable businesses to provide instant support, drive sales conversions, and build lasting customer relationships through live chat, social media messaging, and real-time website assistance.

Founded in 2019, ConnectPoint Solutions has experienced remarkable growth, expanding our team to over 500 remote live customer service professionals working with clients ranging from emerging startups to Fortune 500 companies. Our success stems from our commitment to hiring passionate individuals who understand that great customer service creates lasting business relationships.

What sets us apart in the remote jobs no experience market is our comprehensive training program and unwavering support for our team members. We've created an environment where entry level remote jobs become launching pads for meaningful careers in customer service and digital communication.

Position Overview: Live Customer Service Specialist

We're seeking enthusiastic individuals to join our remote customer service team as Live Customer Service Specialists. This work from home jobs no experience opportunity focuses on providing exceptional real-time support to customers

Hiring organization

Remote Work From Home Chat Support

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

through live chat on business websites and social media platforms including Facebook, Instagram, and Twitter.

As a Live Customer Service Specialist, you'll be the friendly voice behind the screen, helping customers navigate products and services, providing purchasing guidance, and ensuring every interaction leaves customers feeling valued and supported. This online jobs no degree position offers the perfect blend of flexibility and meaningful work, allowing you to build valuable skills while earning competitive compensation.

Your primary responsibility involves managing live customer service conversations across multiple digital platforms simultaneously. You'll assist customers with product inquiries, provide direct links to featured items, offer exclusive discount codes, and guide customers through the purchasing process with professionalism and enthusiasm.

This entry level remote jobs opportunity requires no previous customer service experience, making it ideal for individuals seeking to start their career in the growing field of digital customer engagement. We provide comprehensive training covering all aspects of live customer service delivery, from technical platform navigation to advanced customer communication strategies.

The role offers exceptional growth potential within the expanding remote work landscape. Many of our current team leaders and supervisors began their careers in this exact position, demonstrating the advancement opportunities available to dedicated live customer service professionals.

Key Responsibilities

Live Chat Management

- Provide live customer service through business website chat functions
- Respond to customer inquiries in real-time with accurate, helpful information
- Manage multiple live customer service conversations simultaneously
- Maintain response times under 30 seconds for optimal customer satisfaction
- Navigate company databases to locate product information and pricing details
- Document customer interactions and feedback for continuous service improvement

Social Media Customer Support

- Monitor and respond to customer messages on Facebook business pages
- Provide live customer service through Instagram direct messages and comments
- Assist customers via Twitter direct messages and public mentions
- Maintain brand voice and professional tone across all social media platforms
- Escalate complex social media issues to appropriate team members when necessary
- Track social media engagement metrics and customer satisfaction scores

Sales Support and Product Guidance

- Share direct product links with customers interested in specific items
- Provide detailed product descriptions, specifications, and availability

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

information

- Offer exclusive discount codes and promotional opportunities to qualified customers
- Guide customers through the online purchasing process step-by-step
- Upsell and cross-sell products based on customer needs and preferences
- Process basic order modifications and status updates through company systems

Customer Issue Resolution

- Troubleshoot common customer concerns with patience and professionalism
- Provide step-by-step solutions for account access, password resets, and navigation issues
- Connect customers with appropriate departments for specialized assistance
- Follow up with customers to ensure complete satisfaction with resolutions
- Maintain detailed records of customer issues and resolution outcomes
- Suggest process improvements based on recurring customer feedback patterns

Platform and Technology Management

- Master multiple live customer service platforms and software systems
- Switch seamlessly between website chat functions and social media messaging
- Utilize customer relationship management (CRM) tools for interaction tracking
- Learn and adapt to new technology platforms as client needs evolve
- Maintain technical troubleshooting skills for platform-related issues
- Report system bugs or functionality concerns to technical support teams

Required Qualifications

Essential Requirements

- **Device Access:** Reliable computer, laptop, or tablet capable of accessing website chat functions and social media platforms
- **Internet Connection:** Stable high-speed internet connection for consistent live customer service delivery
- **Independence:** Ability to work independently without constant supervision while maintaining productivity standards
- **Instruction Following:** Capability to closely follow detailed steps and instructions provided during training
- **Availability:** Minimum 5 hours per week availability with flexibility to scale up to 40 hours based on business needs
- **Location:** Located within the United States (preferred for optimal client time zone alignment)

Technical Competencies

- Basic computer literacy and comfort navigating multiple software applications
- Familiarity with social media platforms (Facebook, Instagram, Twitter) as a user
- Ability to type accurately at a reasonable speed (minimum 35 words per minute)

- Comfort learning new software platforms and digital tools quickly
- Understanding of basic internet navigation and website functionality
- Willingness to participate in ongoing technology training and updates

Communication Skills

- Excellent written communication abilities with proper grammar and spelling
- Professional tone and demeanor in all customer interactions
- Ability to convey empathy and understanding through text-based communication
- Skill in de-escalating tense situations through thoughtful written responses
- Capability to explain complex information in simple, customer-friendly language
- Multilingual abilities are beneficial but not required for this position

Compensation and Benefits Package

Base Compensation Structure

Hourly Rate: \$25-35 per hour based on experience level and performance metrics

- New team members start at \$25 per hour during initial 90-day period
- Performance-based increases available after successful completion of probationary period
- Top performers can earn up to \$35 per hour within first year of employment
- Annual compensation reviews with potential for additional hourly rate increases

Performance Bonus Opportunities

Monthly Performance Bonuses: \$2-8 per hour additional compensation

- Customer satisfaction ratings above 95% earn \$2 per hour bonus
- Response time averages under 20 seconds earn additional \$3 per hour
- Upselling targets met or exceeded earn \$3 per hour bonus
- Perfect attendance bonuses available for consistent scheduling adherence

Quarterly Achievement Bonuses: \$100-600 range based on exceptional performance

- Outstanding customer feedback scores qualify for \$100-300 bonuses
- Top team performance rankings earn \$200-600 quarterly recognition payments
- Special project completion bonuses available for additional responsibilities
- Team collaboration and mentorship bonuses for supporting new team members

Referral and Growth Incentives

Employee Referral Program: \$200-800 for successful candidate recommendations

- \$200 bonus for referring candidates who complete initial training
- \$500 bonus for referrals who remain active team members for six months
- \$800 maximum bonus for exceptional referrals who achieve top performance rankings

- Unlimited referral opportunities with no annual caps on bonus earnings

Professional Development Support

- Paid training time at full hourly compensation rate
- Access to advanced customer service certification programs
- Leadership development opportunities for career advancement
- Tuition reimbursement up to \$2,000 annually for relevant coursework

Training and Development Program

Comprehensive Onboarding Experience

Our industry-leading training program spans 45 hours of comprehensive instruction designed to prepare you for success in live customer service delivery. The program combines self-paced online modules with interactive practice sessions, ensuring you develop both theoretical knowledge and practical skills.

Week 1: Foundations of Live Customer Service

- Introduction to digital customer engagement principles
- Platform navigation training for website chat systems
- Social media messaging best practices and brand voice development
- Customer communication psychology and relationship building techniques
- Practice sessions with simulated customer interactions

Week 2: Advanced Platform Mastery

- Multi-platform management strategies for handling simultaneous conversations
- Product database navigation and information retrieval systems
- Sales support techniques including upselling and discount code distribution
- Customer issue escalation procedures and resolution frameworks
- Quality assurance standards and performance metric tracking

Week 3: Real-World Application and Mentorship

- Live customer service practice with actual clients under supervision
- One-on-one mentorship sessions with experienced team members
- Performance feedback and personalized improvement planning
- Advanced troubleshooting scenarios and complex customer interaction management
- Certification assessment and ongoing support system introduction

Ongoing Professional Development

- Monthly skill-building workshops covering emerging customer service trends
- Quarterly team training sessions introducing new platforms and technologies
- Annual professional development conference attendance opportunities
- Access to online learning library with over 200 customer service courses
- Career advancement planning sessions with management team

Work Schedule Flexibility

Adaptable Hour Options

Part-Time Opportunities (5-20 hours per week) Perfect for students, parents, or individuals seeking supplemental income through remote work no experience opportunities. Choose from morning, afternoon, or evening shifts based on your availability and life circumstances.

Full-Time Positions (25-40 hours per week) Ideal for individuals seeking primary income through work from home jobs no experience required. Full-time team members receive priority scheduling preferences and additional advancement opportunities.

Custom Scheduling Options

- Weekend-only positions available for maximum flexibility
- Holiday and seasonal scheduling options for increased earnings
- Split-shift arrangements accommodating personal commitments
- Project-based work during high-volume periods with premium compensation

Peak Hour Opportunities

- Premium pay rates during high-traffic periods (evenings and weekends)
- Overtime opportunities during promotional events and seasonal sales
- Emergency coverage shifts with 1.5x hourly compensation
- Voluntary additional hour sign-up system for increased earnings potential

Growth and Advancement Opportunities

Career Progression Timeline

3-6 Months: Senior Live Customer Service Specialist

- Hourly rate increase to \$28-38 range
- Mentorship responsibilities for new team members
- Access to specialized client accounts requiring advanced skills
- Leadership training program participation eligibility

6-12 Months: Team Lead Positions

- Compensation range of \$32-45 per hour
- Small team management responsibilities (3-5 direct reports)
- Client relationship management and account optimization
- Training program instruction and development opportunities

12-18 Months: Customer Success Manager

- Salary range of \$45-65 per hour with performance bonuses
- Strategic client account management and growth initiatives
- Cross-departmental collaboration and project leadership
- Advanced certification pursuit with company sponsorship

18+ Months: Senior Management Opportunities

- Management positions available in operations, training, and client relations
- Remote team leadership roles with significant autonomy

- Business development and expansion project involvement
- Equity participation opportunities in company growth initiatives

Application Process and Next Steps

Streamlined Application Experience

Ready to begin your career in live customer service? Our application process is designed to be straightforward and efficient, recognizing that the best candidates for remote jobs no experience come from diverse backgrounds and life situations.

Step 1: Online Application Submission Complete our brief online application including basic contact information and availability preferences. No resume required – we're more interested in your enthusiasm and willingness to learn than previous work history.

Step 2: Skills Assessment (Optional) Participate in a brief typing test and basic computer literacy assessment. These assessments help us provide personalized training recommendations and ensure you receive appropriate support during onboarding.

Step 3: Virtual Interview Join a friendly 20-30 minute video conversation with our hiring team. We'll discuss your interest in live customer service, answer questions about the position, and explain the training process in detail.

Step 4: Training Program Enrollment Upon selection, you'll receive immediate access to our training portal and begin your journey toward becoming a certified live customer service specialist.

What Makes You a Great Candidate

We believe that excellent live customer service professionals come from all walks of life and backgrounds. While we don't require previous experience, certain qualities help individuals thrive in this role:

- **Natural helpfulness** and genuine desire to assist others
- **Patience and understanding** when working with frustrated or confused customers
- **Attention to detail** ensuring accurate information sharing and problem resolution
- **Adaptability** and openness to learning new technologies and procedures
- **Reliability** in maintaining consistent work schedules and meeting commitments
- **Positive attitude** that shines through in written communications with customers

Commitment to Diversity and Inclusion

ConnectPoint Solutions is proud to be an equal opportunity employer committed to creating an inclusive environment where all team members can thrive. We welcome applications from individuals of all backgrounds, experiences, and circumstances who share our passion for excellent customer service.

Our remote work model breaks down traditional barriers to employment, allowing us to build a diverse team that reflects the communities we serve. We provide reasonable accommodations for individuals with disabilities and support team

members in creating comfortable, productive home office environments.

Ready to Transform Your Career?

This live customer service opportunity represents more than just a job – it's your gateway into the growing field of digital customer engagement. With comprehensive training, competitive compensation, and genuine advancement opportunities, you'll build valuable skills while contributing to meaningful customer relationships.

The future of customer service is digital, and live customer service professionals are at the forefront of this transformation. Join ConnectPoint Solutions and become part of a team that's redefining what exceptional customer service looks like in the modern business landscape.

Ready to start your journey in live customer service? Click Apply Now to join our team of remote customer service professionals and begin building your career in digital customer engagement!

ConnectPoint Solutions is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. This position is available to candidates authorized to work in the United States.



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